

UNIVERSITY OF CALGARY STUDENTS' UNION

REPORT TO THE COMMUNITY

2015 - 2016



DEN RENOVATION - AUGUST 2015

   @suuofc
www.su.ucalgary.ca

73rd Students' Legislative Council



BACK ROW (*Left to right*):

Braden Muenchrath (Speaker), Mark Shearer (Law), Alicia Lunz (Nursing), Kaylyn Schnell (Engineering), Jovey Sharma (Medicine), Christopher Klune (Education), Jen Tokarek (Arts), Conrad Lowe (Haskayne), Shubidito Ahmed (Medicine), Shubir Shaikh (Arts), Julie Le (Science)

FRONT ROW (*Left to right*):

Negin Hemati (Engineering), Megan Kolmatiski (Kinesiology), Jordan Grant (Haskayne), Tasneem Zaman (Social Work), Conrad Jaeger (Science), Stephan Guscott (VP Academic), Sarah Pousette (VP Operations and Finance), Romy Garrido (VP External), Levi Nilson (President), Kirsty McGowan (VP Student Life), Emily Leedham (Arts), Haider Ali (Arts)

MISSING FROM THE PHOTO: Houda El Sidawi (Science)



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STRONG STUDENT GOVERNANCE

Students' Union Governance

The Students' Union (SU) is governed by the Students' Legislative Council (SLC). The SLC's authority comes from the Post-Secondary Learning Act, and authorizes the SLC to make bylaws and policies regarding elections, governance structure, membership fees, and any other matters important to students. The SU represents over 25,000 undergraduates and is governed by elected officials who have successfully run in an annual SU Election. These elected officials sit on the SLC and their primary purpose is to represent students' interests and concerns.

For 2015-2016, the 73rd SLC was elected or acclaimed as follows:

President - Levi Nilson

VP Academic - Stephan Guscott

VP External - Romy Garrido

VP Student Life - Kirsty McGowan

VP Operations and Finance - Sarah Pousette

Faculty of Arts - Haider Ali

Faculty of Arts - Emily Leedham

Faculty of Arts - Shubir Shaikh

Faculty of Arts - Jen Tokarek

Werklund School of Education - Christopher Klune

Schulich School of Engineering - Negin Hemati

Schulich School of Engineering -

Kaylyn Schnell

Haskayne School of Business - Conrad Lowe

Haskayne School of Business - Jordan Grant

Faculty of Kinesiology - Megan Kolmatiski

Faculty of Law - Mark Shearer

Cumming School of Medicine - Jovey Sharma

Cumming School of Medicine -

Shubidito Ahmed

Faculty of Nursing - Alicia Lunz

Faculty of Science - Houda El-Sidawi

Faculty of Science - Conrad Jaeger

Faculty of Science - Julie Le

Faculty of Social Work - Tasneem Zaman

Faculty of Veterinary Medicine - Erik Burow

A By-Election was held in the fall semester to fill a vacant position. In October 2015, Erik Burow was acclaimed to the position of Faculty Representative, Veterinary Medicine

Three-Year Strategic Plan

The SU develops a three-year strategic plan that prioritizes and influences the SU's allocation of resources. The plan includes a mission statement, vision statement, and guiding principles, and every three years a comprehensive review is conducted of the plan.

A three-year strategic plan for 2016-2019 was developed in March 2016 by the 73rd SU executive. They reviewed similar organizations' mission and vision statements and followed suggested best practices in the creation of the revised mission and vision statements.

Each year, the executives develop an Annual Operating Plan which must align with the SU's three-year strategic plan. This plan guides their work for the year. The 73rd executive created their plan for 2015-2016 with goals divided into three key priorities: Engage with Students, Strengthen the Organization, and Prioritize Advocacy.



STRONG STUDENT GOVERNANCE

Notable Legislative Changes

Each year, there are notable legislative changes. To be accountable to its membership, the SU reports any legislative changes that significantly affect the student experience. The following changes were adopted by the current SLC to improve transparency, accountability, and accessibility in student governance. All SU Policy is available on the SU website, making it transparent and accessible to all members of the university community.

The following changes were adopted by the 73rd SLC:

- Amended the SLC Meeting Procedure to add Aboriginal traditional territory recognition
- Amended the Clubs Committee Terms of Reference
- Revised the Market Modifiers Policy to take a broader position on all differential tuition increases above the rate of inflation
- Amended the University Relations Committee Terms of Reference to add government relations to the scope of the committee's responsibilities
- Approved a new three-year Strategic Plan

The following Union Bylaw amendments were approved:

- Amended the Union Bylaw to clarify the purpose of Town Hall meetings and the rights of Active Members to participate in those meetings
- Amended the Union Bylaw to clarify the circumstances under which SLC members could be disqualified from remaining on council
- Amended the Union Bylaw to update and clarify Faculty Representative roles and responsibilities

On Aug. 18, 2015 the SLC approved an SLC Meeting Procedure amendment that introduces Treaty 7 Traditional Territory Recognition at the outset of each SLC Meeting. This symbolic gesture, a common practice at other post-secondary institutions in Canada, is intended to show respect and acknowledge the traditional Aboriginal lands on which the SU is located. The SU consulted with the First Nations Students' Association and the Native Centre before approving this change. The Native Centre has provided a statement that will be read by the SLC Speaker.

Students' Union Elections

Each March, the SU holds a General Election - an opportunity for U of C undergrads to elect those students they wish to represent their interests for the following academic year (May 1 to April 30).

The executive team, made up of the president and four vice presidents, are full time salaried positions. The number of elected faculty representatives is based on enrolment in the various faculties. Students are elected for a one-year term. SLC meets weekly to address new issues and represent undergraduate students. The election also includes races for one Board of Governors representative and two representatives for the Senate.

At 24.7 per cent, student voter turnout in the annual General Election is very high compared to other universities across the country.

In the March 2016 General Election, there were 29 candidates in the election. Eight positions were acclaimed and one position remained vacant. In 2016-17, the SLC will be made up of 24 members: 19 faculty representatives, elected by students of their specific faculty, and five executives, elected by all undergrad students.

During the General Election, students also have an opportunity to vote on referendum questions. No referendum questions were part of the election in March 2016.

Each May, the SU hosts Colour Night - a formal event where newly elected officials are sworn into office. On Thursday, April 28, 2016 the 74th SLC took their official oath of office and were excited to continue the work of their predecessors as they started planning for the 2016 fall semester.

Fees

All undergraduate students at the U of C are members of the SU, and are levied a membership fee to assist with the organization's annual operating and capital costs. As a non-profit organization, the SU returns all of its proceeds to students in the form of free or subsidized programs, services, and events.

The SU General Fee in 2015-2016 for full time students was \$32.50 per fall and winter terms and \$14.50 per spring and summer terms with part-time students paying lower fees.

STRONG STUDENT GOVERNANCE

U of C students have not had an increase in SU fees since 1995. In fact, the SU actually decreased the fee by \$.50 per full-time student per semester in February 2005.

Last year, the SU General Fee comprised eight per cent of the organization's total operating revenues with the bulk of revenues coming from its various campus businesses. The SU's Students' Union fees are among the lowest student association fees in the country.

This summer, the SU became aware that second year MD students were assessed fall/winter rates for spring/summer mandatory non-instructional fees in error. As a result, second year students had mistakenly paid more than twice the correct rate for the Student Services Fee, Campus Recreation, and some SU fees. The SU provided the Registrar with a correct fee schedule and made the Provost aware of the error. As a

result, the Registrar re-assessed the correct fees and refunded overpayments. Students who were overcharged received a \$171.34 credit on their accounts.

Full-time undergraduate students (except medicine and co-op/ intern) pay \$55.50 per semester in SU fees and ancillary levies.

The SU provides a Health and Dental Plan which provides students with a comprehensive set of health insurance benefits, supplementary to any provincial health care plan. Students may opt out of the fee with proof of other coverage.

Based on previous student referendums, the SU continues to collect and disburse fees to campus organizations. All current fees were first introduced through a referendum, and voted on by the undergraduate student body. Elected members of the SU sit on these committees/boards to provide input.

NUTV, The Gauntlet, Student Legal Assistance, and CJSW are required to submit annual reports showing how they manage their funds.

The SU also collects a Library Assistance Fee to fund an endowment for the annual purchase of student learning materials. The SU administers a fee on behalf of the Refugee Student Program. Students also contribute a small fee to both the Committee of 10,000 as well as SU Volunteer Services which helps subsidize volunteer operations such as the SU Campus Food Bank. Students can pay an optional Student Peer Assistance Bursary Fee which creates bursaries for students in proven financial need.

	Title of Fee	Full-time Fee	Part-time Fee	Approval Date (Referendum)	Fee Administered By
SU GENERAL FEE	SU General (Operating/ Capital and Expansion) Fee	\$32.50	\$14.50	Feb-05	Students' Union
	Subsidizes the operating and capital costs of the Students' Union				
ANCILLARY FEES	Library Assistance Fee	\$3.75	\$2.00	Feb-04	Students' Union
	Contributes to an endowment fund that generates an annual amount to allow the library to purchase more resources for students				
	Student Legal Assistance Fee	\$1.75	\$1.75	Mar-01	Student Legal Assistance Society (Calgary)
	Contributes to the funding necessary to provide free legal services to students				
	Refugee Student Program Fee	\$2.25	\$1.00	Mar-10	Refugee Student Board
	Sponsors a refugee student to attend at UofC each year				
	CJSW Fee	\$5.00	\$5.00	Feb-07	UofC Student Radio Society
	Contributes to the funding required to operate the student radio station				
	NUTV Fee	\$4.50	\$4.25	Feb-09	NUTV Board
	Contributes to the funding required to operate the student television station				
HEALTH & DENTAL FEES (may opt out with proof of alternative coverage)	Gauntlet Fee	\$4.50	\$2.75	Feb-08	Gauntlet Publications Society
	Contributes to the funding required to produce the campus student newspaper				
	Volunteer Services Fee	\$0.75	\$0.50	Mar-91	Students' Union
	Subsidizes the cost of providing volunteer programs and services on campus (e.g., Food Bank, etc.)				
	Committee of 10,000 Fee	\$0.50	\$0.00	-	Students' Union's Committee of 10,000
	Distributes funding to deserving Calgary community and charitable organizations				
	Health Plan Fee	\$51.50	n/a	Sep-93	Students' Union via the Undergraduate Health & Dental Plan Office
	Provides students with a comprehensive set of health insurance benefits, supplementary to any provincial health care plan				
	Dental Plan Fee	\$45.00	n/a	Sep-91	Students' Union via the Undergraduate Health & Dental Plan Office
	Provides student with dental coverage through a specific network of dental clinics throughout Calgary				
OPTIONAL FEES	Student Peer Assistance Bursary Fee	\$10.00	\$7.00	Mar-96	
	Creates bursaries for students in proven financial need (an optional fee)				

STRONG STUDENT GOVERNANCE

Finances

Each fall, the SU's audited financial statements are approved by SLC for the previous fiscal year. During the 2015-2016 year, SLC approved the Audited Financial Statements for the year ending June 30, 2015. Here is a summary:

REVENUE	
Operating	12,393,663.29
Student fees and levies	4,372,390.22
Amortization of deferred contribution	752,917.82
Interest	114,189.12
Donations	20,554.27
Total Revenue:	17,653,714.72
EXPENDITURES	
Cost of providing services	5,193,748.18
Salaries	5,993,606.87
Operating	3,176,456.67
Amortization	637,838.98
Building operation	301,982.43
Interest	104,555.31
Student services	1,339,009.66
Donations from restricted funds	216,704.36
Total Expenditures:	16,963,902.46

Of the approximately \$4.4 million received from student fees, the SU retains approximately \$1.4 million to support SU administered programs and services. The approximately \$3.0 million balance of fees is either held in reserve for specific programs (e.g., the Refugee Student Program, the Committee of 10,000, etc.) or is held in reserve and administered by the Students' Union for the Student Health and Dental Plan.

The SU generates revenue from the businesses run in MacHall. The majority of the SU's total operating revenue is produced from these operations and through leasing to third parties.

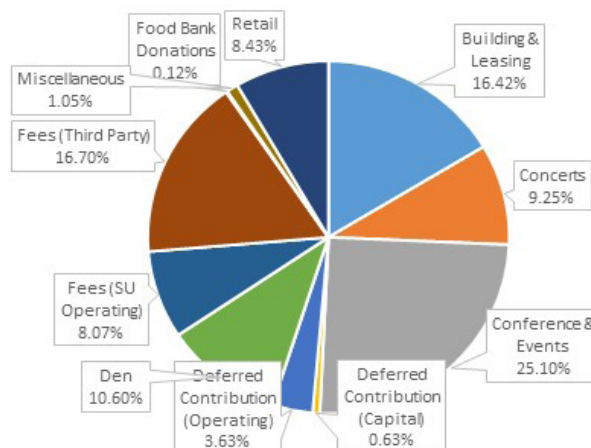
The chart below exhibits the primary sources of SU revenue for the fiscal year ending June 30, 2015. Note the chart is a generalized snapshot of the revenue, but complete details can be found in the audited financial statements available on the SU website.

Sometimes there are expenditures that are outside of the SU's annual budget, and the SU Bylaw outlines an approval process for those expenses. Amounts between \$0 and \$5,000 require approval of the General Manager, with full and timely reporting made to the Operations and Finance Committee; amounts between \$5,001 and \$15,000 require the joint approval of the General Manager and the Operations and Finance Committee, with full and timely reporting made to the SLC; and amounts over \$15,000 require the joint recommendation of the General Manager and the Operations and Finance Committee, with SLC approval as outlined in Section 122(d)(vi) of the Union Bylaw.

These are the Extra-Budgetary Expenditures approved by the 73rd Operations and Finance Committee for 2015-2016: \$89,006 for the SU Food Court Vendor Project (La Taqueria), and \$500,000 for the "MacHall Defence Fund" (for expenses incurred as the SU pursues a solution to the MacHall ownership dispute, including legal fees and mediation costs).

Sources of SU Revenue for the Fiscal Year Ending June 30, 2015

Building & Leasing	\$ 2,899,028	16.42%
Concerts	\$ 1,633,776	9.25%
Conference & Events	\$ 4,431,067	25.10%
Deferred Contribution (Capital)	\$ 111,817	0.63%
Deferred Contribution (Operating)	\$ 641,101	3.63%
Den	\$ 1,871,208	10.60%
Fees (SU Operating)	\$ 1,424,653	8.07%
Fees (Third Party)	\$ 2,947,737	16.70%
Food Bank Donations	\$ 20,554	0.12%
Miscellaneous	\$ 184,727	1.05%
Retail	\$ 1,488,046	8.43%
Total	\$ 17,653,715	100%



THE STUDENTS' HOME: MACHALL (A.K.A. MACEWAN STUDENT CENTRE)

What It's Used For

MacEwan Student Centre (MSC or MacHall) serves a campus population of approximately 40,000 people and welcomes more than 100,000 visitors a week during the busy fall and winter semesters. As building manager, the Students' Union (SU) strives to provide a clean, safe, and welcoming building environment, the SU also provides food court and common space cleaning services, and administers the recycling programs for MacHall and other areas of campus.

The building serves as the centre of the legislative, executive, and administrative arms of the SU; provides space for a range of programs and services for students and staff at the University of Calgary (U of C); provides facilities for student clubs, societies, and activities; accommodates social, recreational, and cultural activities; and symbolizes the non-academic aspects of the university experience.

The SU uses its space in MacHall to provide low-cost, high-value retail businesses for students such as Stör, the Den, and Bound and Copied. As well, the SU uses its space to provide services to meet the needs of students such as the SU Campus Food Bank, the Info Centre/Lost & Found, and the Q Centre. The SU also provides space for students and student organizations in the east and west club spaces, council chambers, That Empty Space, and the South Courtyard Stage. Thousands of student events are held in the MacEwan Conference & Event Centre annually. Finally, the SU uses some of its space in MacHall to generate revenue to fund student programs and services.

Revenue is generated through leases with food and retail vendors, and through the MacEwan Conference & Event Centre - when the space is not being used for student events. To administer programs, services, and businesses, office space is provided for the SU, SU Volunteer Services, and the MacEwan Conference & Event Centre. All profits from businesses are re-invested back into the SU to allow them to continue providing great student programs, services, events, and advocacy.

MacHall is home to the SU. As a student-led and staff-run organization supported by student volunteers, the SU has a diverse organizational structure to manage the scope of its businesses, services, programs, and events.

Under the overall direction of the student executive team, a professional team of 46 full-time salaried employees, 245

part-time hourly employees, and 450 volunteers deliver a wide range of services to the organization and undergraduate students. Student employment opportunities are offered through the Den and Black Lounge, the MacEwan Conference & Events Centre, the Stör, and Bound and Copied. Plus, the SU offers 25 student leadership employment opportunities every year such as: program and event coordinators, research assistants, and volunteer program coordinator positions.

Businesses and Services

In MacHall, the SU hosts retail services, food court tenants, and university services.

As building manager of the student centre, the SU has facilitated a number of tenant agreements to support the undergraduate student lifestyle. The SU has agreements with 17 food court tenants and nine retail/service businesses including health, dental, pharmacy, and optometry tenants. There are also 17 bank machines.

The SU operates Stör – a convenience store with student-friendly pricing. Stör works to maximize its partnerships for great deals for students by offering specials, free product for club events, and running promotions that have valuable giveaways for students. Stör carries healthy and fresh alternatives; the fresh sandwiches and salads made by the Den continue to be popular with students. They have increased their gluten-free snack choices, and of course still have a great selection of yogurts, granola bars, and sweet treats to get students through the day. Stör offers a 10 per cent discount to students who are active members of SU Clubs. This year, Stör began accepting debit and credit cards to give students more options for payment. As well, for low phone batteries, students can borrow a portable battery from the SU's PowerBank charging station.

Bound and Copied is the SU's used book store and copy centre. They provide low-cost copying, printing, and binding services, large format colour printing for banners and posters, used books, and a book sale consignment service. Students can consign their old text books, taking the stress and hassle out of selling them, and generate a fair price. Bound and Copied also operates the campus-wide locker rental program, making it convenient for students to rent lockers any time throughout the year. In keeping with the SU's sustainability goals Bound and Copied uses all of its paper twice.

THE STUDENTS' HOME: MACHALL

This year, the SU opened a new vendor called La Taqueria, located at the east end of the food court in MacHall. Utilizing the Den kitchen, La Taqueria provides fresh and authentic gluten-free, vegan, and Halal tacos. In response to student feedback obtained through the SU Survey, this SU-run vendor is designed to provide students with affordable and nutritious food options that are responsive to their dietary needs. It also supports ethical and sustainable options as the corn tortillas are sourced locally. All revenues generated support programs and services offered by the SU.

The SU operates the Den and Black Lounge: regular hot spots for students with two floors of food, beverages, dancing, indoor dining, an outdoor patio, and a private event area in the Red Room. The Den focuses on offering great food and beverages at student-friendly prices in a relaxed, comfortable, and safe atmosphere for patrons. The chef has introduced new menu items to cater to the changing student market. The Den has been a student tradition for more than 45 years, and Thursden continues to be a popular social activity on campus for students on Thursday nights throughout the fall and winter semesters.

The student-owned and professionally managed MacEwan Conference & Event Centre (MCEC) features 20,000 square feet of dedicated function and event space, including an 8,775 square foot hall and a 6,000 square foot ballroom with nine additional function rooms and breakout spaces, most with natural lighting. The centre also features an additional 20,000 square feet of open concept spaces. As well, MCEC also rents table space in MacHall to provide non-profit organizations, student clubs, university organizations, and external vendors access to the student market.

The events hosted by MCEC benefit students, the university, and the local business community by generating hundreds of annual room nights for local hotels. Each year, MCEC also employs more than 120 students in their catering kitchen and banquet facilities. These positions offer competitive wages and are geared specifically for students who need to work flexible hours on campus. While often viewed as simply a business, MCEC is pivotal to the SU's mandate of improving the quality of student life on campus through the provision of easily accessible resources, space for student organizations to use for their events, and opportunities to help students succeed in all their initiatives.

MCEC plays host to a multitude of different types of events including large conferences, tradeshow, meetings, holiday parties, weddings, television productions, and concerts.



La Taqueria in MacHall

However, only 20 per cent of all event bookings generate revenue. Recognizing that not all events that benefit students are student-initiated, MCEC offers free space and significant discounts to university student services, the Dinos, and the tri-media group for their events. Almost 20 per cent of all bookings are made by the university departments. As well, through their partnership program, the SU provides function space at no charge to university units – a value of approximately \$80,000.

The primary purpose of all event and conference space in MacHall (including the entirety of the conference centre, That Empty Space, the hall and ballroom, and the north and south courtyards) is to serve as space for student activities. For example, all clubs are entitled to two free room bookings per week in the conference centre. MCEC also offers free equipment and event support (in the form of event planners and operational staff) and catering at cost for more than 1,500 student events each year. In fact, the majority of all event bookings are made by clubs (one third) and other SU events (one quarter). That's thousands of hours of free space to accommodate student club events and meetings each year.

The SU-operated MacEwan Hall is one of Alberta's biggest and best concert venues, having hosted hundreds of chart-topping artists from all corners of the entertainment world and attracting both on and off campus clients. Also known as "Mac Hall," the venue offers an exciting line-up of great artists throughout the year. With room for 1,800, complemented by the MacEwan Ballroom with a capacity of 1,000, SU venues provide an affordable concert experience.

THE STUDENTS' HOME: MACHALL



SU Volunteer Services renovation and expansion

The SU's facilities department is committed to the health and safety of students and campus community members within MacHall. The SU operates a building maintenance department and cleaning services in MacHall for the benefit of all users of the student centre, as well as managing and funding the operation of the MacHall loading dock for all MacHall tenants.

The SU facilities team provides immediate response to building issues with a focus on damage mitigation, facilitating a quick return to service by coordinating actions required for cleanup and repair. They also have implemented a preventive maintenance program for the entire food court tenant exhaust system, grease traps, and sanitary lines.

The SU ensures the safety of all occupants with daily inspections and repairs of MacHall. To help run the building for the benefit of all campus stakeholders, the SU has established policies, procedures, and guidelines.

These guidelines include:

- space booking procedures for all public events in the common space and SU space
- an acceptable display procedure for advertising and signage; removing all unauthorized postings to keep the area tidy and orderly

- preventing unauthorized solicitation
- ensuring visual continuity of the food court through enforcement of kiosk design standards
- managing agreements with third parties (Tri-media, Safewalk, Student Legal Assistance, etc.)
- championing environmental sustainability guidelines
- procedures for partnerships between the SU and third parties
- governance of student clubs

Improvements/Investments

The SU also manages space redevelopment projects for tenants, the SU itself, and various university departments as requested. The SU's VP Operations and Finance, along with the Operations and Finance Committee, ensures that any renovations meet the needs of students. Improvements the SU made in 2015-2016 included:

- The renovation and expansion of the Students' Union Volunteer Services (SUVS) space which now includes workstations for the volunteer program coordinators, two meeting rooms and the doubling in size of the SU Campus Food Bank.
- The addition of seating and counters in the Shirley

THE STUDENTS' HOME: MACHALL

Annastasia Robertson Lounge area (located between VS and the Black Lounge).

- The refresh of the food court patio area with new furniture and plants. Located on the south side of the building, this facelift makes the space safer and more inviting for students, faculty, staff, and the community.
- The Den was renovated this summer to meet the evolving expectations of students. Inspired by classic beer halls, the newly renovated space incorporates features like exposed brick, bench-seating, and barrel-tops. Images of student traditions, such as Bermuda Shorts Day, line the walls. The intent of this renovation is to provide students with the spaces and services they need to have an optimal social experience as part of their student experience at the U of C and to give both current students and alumni a renewed sense of pride in their student establishment on campus. The Den and Black Lounge continue to foster a safe and positive experience for students. Both food and beverage pricing continues to be subsidized with consideration for students' budget constraints.
- Air U/C Wireless upgrade in MacHall improved students' ability to connect to the internet.
- La Taqueria is the SU's new vendor in the MacHall food court. Utilizing the Den kitchen, La Taqueria provides fresh and authentic gluten-free, vegan, and Halal tacos.
- Sweet & Savory was renovated when new owners purchased Happy Hut.

Sustainability

The SU is a campus leader in promoting awareness and actions on sustainability. In addition, the SU continues to allocate funding to sustainability initiatives on campus. Sustainability initiatives include:

- Campus recycling program
- Campus composting
- Styrofoam-free food court
- Compostable cutlery
- Fair Trade Campus
- MacEwan Student Centre Waste Audit
- The Stör composting

- Bound and Copied cloth bag program
- SU grants for sustainability initiatives on campus
- Green Lite Festival (NUTV)
- Residence Move-Out program
- Office motion sensor light switches
- Use of "green" cleaning products
- Used deep fryer oil is reused by Alberta Processing and is used for cattle feed
- Metal and drywall from construction projects is now sorted by U of C's resource management partner, leading to a higher level of waste diversion
- The Loop, a digital messaging/electronic bulletin board network to replace paper posters
- Proper disposal of mercury filled light bulbs

In partnership with the Developmental Disabilities Resources Centre of Calgary (DDRC) and Vecova, the SU manages the campus-wide container recycling program.

The SU employs capable workers with special needs to collect the recyclable containers for the entire campus. As part of the SU's campus-wide beverage container recycling program, the SU employs nine part-time special needs staff to collect the containers. They are paid from the proceeds and supervised by nine case workers from the DDRC. Beverage containers are picked up weekly by Vecova.

The SU is a proud leader in campus sustainability while reducing the amount of waste the campus community produces. Working closely with the U of C's Facilities Management and Development Department and the Office of Sustainability, the SU has championed the composting program within MacHall, thanks to the effective composting infrastructure created by the U of C.

By spearheading the successful implementation of compostable clamshell containers, visitors to MacHall are able to compost almost everything - except their beverage containers - from their meals: food, napkins, and meal containers. A better understanding of the system not only benefits users, but the campus as a whole in their collective efforts to reduce waste.

THE STUDENTS' HOME: MACHALL

The SU is committed to doing their part by ensuring that the campus community has a choice to purchase Fair Trade chocolate, coffee, and tea in businesses operated by the SU. In Stör, Fair Trade chocolate is one of the snack options. Both the Den and the MacEwan Conference & Event Centre promote the option of Fair Trade coffee and tea.

Students' Union's Management of the Student Centre

The SU is the building manager for MacEwan Hall and MacEwan Student Centre (collectively MacHall) under the terms of their License of Occupation, Operating and Management Agreement (LOOMA) with the U of C Board of Governors.

The 15-year agreement, created in 1999, provides for five, one year automatic renewals which would extend the current agreement until December of 2019. These lengthy timelines were intended to allow the SU to negotiate in good faith until a new agreement with the Board of Governors is finalized.

The MacHall Dispute

In the process of renegotiating the LOOMA, the SU is reasserting their original co-ownership status in the student centre.

The SU paid 55 per cent of the original construction costs of the building, was promised this co-ownership percentage, and has managed the majority of the building for more than four decades.

The SU is entrusted with the responsibility to be stewards of more than \$20 million in investments that students have made over the past 62 years. This is a complicated negotiation that gets to the heart of what value undergraduate students' investments contribute to their campus.

The university's current administration has refused to acknowledge students' ownership and attempted to treat the SU as a tenant in MacHall. In September 2014, administration informed the SU that the current management agreement would terminate on Dec. 9, 2015.

To protect students' investments in the building, on Oct. 21, 2015, the SU served the University of Calgary and the Board of Governors with a lawsuit related to student

ownership of MacHall. In order to preserve students' current rights in MacHall, the SU filed an injunction to prevent the university from assuming the management, operations, and revenues from MacHall on Dec. 9. The injunction was to be heard before the Court of Queen's Bench of Alberta on Friday, Dec. 4, 2015.

However, the University of Calgary and the Students' Union agreed on Dec. 3, 2015 to enter mediation with regards to ownership and an agreement to maintain the SU's management of MacHall. All legal proceedings were put on hold during the mediation period, and the SU continued to operate and manage MacHall under the terms of the current License of Occupation, Operating and Management Agreement.

On Feb. 26, 2016 the University of Calgary and the Students' Union agreed to extend the mediation period to March 21, 2016. On March 21 the mediation was extended to March 24, 2016. On March 26 it was extended to April 15, 2016.

On April 15, 2016, after three months of mediation, negotiations over the ownership and management of MacHall broke down. On April 21, 2016 the university administration sent a letter to all SU tenants telling each of them to make their rent cheques payable to the university as of May 6, 2016.

On May 5 and June 3, 2016, the court heard the SU's injunction to prevent the termination of the LOOMA and as of the summer of 2016, the judgement is pending. As well, the ownership issue is still before the courts and could take years to resolve.

THE STUDENTS' UNION ENGAGES STUDENTS

Events

The Students' Union (SU) believes that the student experience involves more than just the classroom. The SU is dedicated to providing a wide range of health and lifestyle programs, events, resource centers, volunteer opportunities, information services, awards, facilities, products, and support to organizations like SU Clubs to ensure that all the resources and choices are in place to create an excellent student experience.

Orientation Week is held the first week of September for first year students. The SU hosts popular booths at the resource fair featuring volunteer opportunities, part-time job openings, and information on other valuable SU programs and services. As well, the executives host orientation sessions where first year students learn about how their SU supports them. The executives star in a video production highlighting key SU programs and services, and welcomes students to campus. The week ended with the SU hosting the Funzone at the Kick-Off Tailgate Party prior to the Dinos game.

During Orientation Week (Sep. 1-4, 2016) the SU interacted with more than 1,650 students at "Meet Your SU" sessions. 435 students attended the Movie Night on the SU and 100 attended the Q Centre Open House. 293 students participated in the Kick-Off Tailgate Funzone despite the poor weather for the outdoor event. Over the week, the SU gave away 2,700 SU-branded sunglasses and 2,250 notebooks.

As part of the return to school, the SU hosts an outreach BBQ on the Veterinary Medicine campus. It is often the Veterinary Medicine students' first introduction to the SU. The BBQ is a combination outreach event and resource fair, and includes resources about the SU's programs and services such as: clubs, Q Centre, and the SU's Campus Food Bank. This year, more than 100 students attended the event at the Spy Hill Campus on Sept. 22.

Each year, Volunteer Services hosts the U Help Students' Union Volunteer Fair. Attempting to promote their services and recruit student volunteers, not-for-profit organizations book tables in the MacEwan Student Centre North and South Courtyards. In 2015, the event was held on Sept. 22 and a record number of 35 civil society organizations participated and recruited students to fill their vacant volunteer positions. Each booth attracted between 20 and 100 people.

The SU hosts the annual Deans' Dinner to facilitate informal interaction between SU elected officials, deans, and senior university administration. The Deans' Dinner, held on Oct. 7, 2015, was attended by deans from seven faculties and seven members of senior administration. The event provided an opportunity for elected student officials, deans, and senior administration to interact in a less formal environment and set a positive tone for the year ahead.

The SU's annual Undergraduate Research Symposium (URS) is the only event on campus that provides an opportunity for students from all faculties to showcase their research findings. The centerpiece of URS is a research poster competition held in MacEwan Hall. Students selected to present their projects during the event compete for several awards. The SU received 144 applications from nine different faculties this year. Then on Nov. 26, 2015, more than 150 members of the campus community took time to visit the 10th annual symposium which featured 98 students who were selected to share their research through poster presentations. The symposium provided a great networking venue for student researchers and a chance to meet a number of professional researchers.

Cinemanía is one of the SU's longest-running, free programs, attracting students on Monday nights to watch popular movies from theaters before they are released to DVD. There was a



U-Help Volunteer Fair

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continued decrease in numbers over the fall semester, so the weekly event was moved to The Den for the winter semester. Attendance in the new location increased and a total of 410 students attended this year.

Free yoga lessons led by professional instructors (a.k.a. Yoga in the Space) are offered over the lunch hour on Tuesday, Wednesday, and Thursday each week of the academic year to increase the physical well-being of students. This is one of the SU's most popular weekly events, with the room routinely filled to capacity. Total attendance this year was 2,755 people.

As key member of the campus community the SU partners with university organizations, faculties, and departments to support of events and activities that benefit undergraduate students. Depending on the event, the SU provides financial support, event coordination and logistics, and/or promotion to students. Examples of partnered events include:

- Orientation Week
- Kick-Off Tailgate Party
- Frostbite
- U of C Open House
- Stop the Pop
- Sex Week
- Queer U of C
- Dino Pride campaigns
- ucalgarycares: New Orleans
- Arts Faculty Welcome Event and Gala
- Kines Games
- Women's Leadership Conference and WRC Awards
- BSD Day of Service
- Trick or Eat
- U of C Universal Student Ratings of Instruction (USRI)
- Worship @ the U
- Terry's Cause on Campus

Based on the passions and interests of the elected students, new events are created each year. This year the SU's VP External, Romy Garrido identified a need to better educate students-at-large to properly and effectively lobby. Lobby Training was held on the evening of Jan. 18 with 42 students in attendance. The event began with an "Introduction

to Lobbying" presented by the SU. After the presentation participants took a break for a buffet dinner and were able to mix and mingle. Following dinner, guest speaker Zain Velji, Senior Consultant, Engagement Strategies at H&K Strategies presented on "Talking to government amidst the changing political landscape." The event ended with a Q & A.

The annual Holiday Food Drive pits campus clubs and teams against each other to raise donations for the SU Campus Food Bank. The 27th annual Holiday Food Drive took place Nov. 17-19. Seven teams participated, raising \$918.03 for the SU Campus Food Bank, with 1,342 food items collected.

Stress Less Week provides students with fun and stress-relieving activities in MacHall at the end of the fall semester. Activities offered Nov. 30-Dec. 4, 2015, included destruction therapy (using cognitive sand and bubble wrap), pet therapy, chair massages, nap rooms, yoga, and a stress-free carnival.

The SU also distributes de-stress packs to students studying around campus during both the fall and winter semester exam period. The 1,500 de-stress packs that were given out this year included: a granola bar, apple, tea, headphones or water bottle, Sudoku, lip balm, candy, chocolate, and an encouraging note. The packs also included a pamphlet which included information about mental health resources on campus as well as study spaces.

Pet Therapy (a.k.a. Puppy Rooms) is a popular stress-relieving event and is offered throughout the semester. The Pet Access League Society (PALS) continues to be a great partner in this initiative. In total, 1,304 students attended the eight Pet Therapy sessions held in That Empty Space this year.

Held every January, Frostbite is the U of C's official winter games. Throughout the week, teams compete in a series of outdoor and indoor challenges campus-wide to earn points. This event fosters school spirit and connects students with other members of the campus community. In its fifth year, Frostbite had teams with a total of 190 students participating in events between Jan. 25 – 29, 2016. This year the SU introduced a new event: Heart Warmer. Some of the Heart Warmer acts of kindness included a thank you card to Campus Security, creating care packages for the homeless, and donating blood.

The annual Calgary Leaders' Dinner provides the opportunity for student leaders to meet with elected leaders in the Calgary community over dinner to discuss current issues and gain

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insight from their experience in leadership and government. The dinner encourages informal discussion between students and Calgary's political leaders. At the event held this year on Jan. 28, 2016 Mayor Nenshi gave a well-received keynote speech and spoke about how the importance of student issues and his time as SU President. All of Calgary's elected leaders from all three levels of government were invited to attend, and 18 came for either dinner or cocktails to meet with 62 student leaders from across campus.

Sex Week is a week of workshops organized in partnership with the SU, Women's Resource Centre, and the SU Wellness Centre. The focus is to inform students about sexual and gender wellness. The SU offered 12 workshops and activities the week of Feb. 1-5, 2016, including: Sex Week Carnival, Alphabet Soup: An introduction to LGBT language, Movie Screening and Discussion, Trans 101, BDSM 101, and more.

Stop the Pop! is a food drive in MacHall that relies on the playing of loud pop music; once enough non-perishable food donations are collected, the music stops! This partnership with the Meal Exchange and the SU Campus Food Bank raised awareness about food security on campus and in Canada. From March 14-17, 2016, the music played until 80 donations and \$313 were raised.

The biggest celebration of the year – Bermuda Shorts Day or BSD – is held on the last day of classes in April. Thousands of students come to the concert and beer gardens to hear some great music, dance, and celebrate the last day of the winter semester with friends. The “Be a Smart Drinker” (BSD) campaign parallels the event and is designed to remind students to drink responsibly and plan their day with designated drivers, Calgary Transit, or cabs. Strong partnerships with the Calgary Police Service, Emergency Medical Services, and a large contingent of SU security personnel ensure a safe environment for everyone.

An alternate, alcohol-free event is offered for students to celebrate the last day of classes and still feel the school spirit that BSD generates. BSD Day of Service connects students with the greater Calgary community through volunteer work. This program brings together U of C students with community organizations to achieve the common goal of collaboration and community engagement.

This year, the SU celebrated the 55th annual Bermuda Shorts Day on April 13 in lot 32. The SU distributed 8,480 wristbands to students in advance of the event. 7,928



Stress Less Week

students attended the concert and beer gardens, which also included food trucks. Turnout at BSD is relatively stable, and fewer drinks are being consumed at the event. The percentage of students who obtain a wristband and attend BSD is increasing. Additionally, the SU and the university partnered to give away 7,200 bottles of free water to students attending the event.

Students' Union Clubs

The SU provides the space and infrastructure for students to get involved in clubs, student societies, and various student-led activities on campus. SU registered Clubs provide undergraduate students at the U of C the opportunity to engage with their community, their school, and each other. Personal, social, and cultural development results from increased student engagement and involvement in these autonomous organizations that the SU supports through funding, services, and creative educational initiatives. With clubs for students involved in athletics, music, theatre, social issues, volunteering, religion, cultural issues, politics, academics, and more, there's quite literally something for everyone.

In 2015-2016 there were 344 active clubs recognized and supported by the SU. Student clubs represent a significant network, reporting more than 25,000 members. This represents almost 15,000 individual students, despite nearly 80 per cent of clubs having fewer than 100 members.

The SU administers club funding requests, approves club events, books meeting rooms, processes new clubs registration requests, administers waivers for events, manages

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the ClubHub software, processes annual reports, and collects data. The SU continues to improve communications with clubs through the use of ClubHub, the online portal management platform (powered by OrgSync) used by SU Clubs and the Coordinator, Student Organizations. This software has streamlined and centralized club operations and administration. Its use has increased administrative oversight, provided better access to funding and services for club executives, and improved resource management. Over 82 per cent of clubs indicate that using ClubHub has been a benefit to their organization. News updates are now posted on the SU Clubs website, in ClubHub, and sent as a newsletter via email to increase visibility and awareness of key dates, events, and information.

By providing club special event funding and improving access to and awareness of services, the SU ensures both the continued success of one of the most valuable services for students and the growth of student engagement on campus.

In addition to SU events, SU Clubs organized and executed more than 4,300 (reported) events in the past year, a 34 per cent increase in (reported) events from 2014-15. In 2015-2016, the SU provided funding for clubs in the form of Start-Up Grants (\$862.73), Food and Beverage reimbursements (\$6,278.03), and Special Events Funding (\$15,151.41).

Clubs Week and Clubs Showcase are held in the third week of both September and January and thousands of students receive information on how they can meet people with similar interests, gain volunteer and leadership experience, and to become more engaged with the campus community. 179 clubs participated in Clubs Week from Sept. 14-18, 2015. 161 clubs participated in the SU's winter Clubs Showcase on Jan. 18-21, 2016.

During the Clubs Awards Banquet, held each April, the SU recognizes collective excellence in team leadership, service, sustainable practices, advocacy, and innovation. The \$250 awards in various categories encourage the improvement



SU Clubs Week

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of the quality of student life on campus. April 6, 2016 marked the 6th annual Club Awards Banquet, where 169 students attended to receive awards and support their fellow club members. The SU and contributing campus sponsors recognized club achievements in 14 categories, also awarding 15 honorable mentions. The SU received a total 149 Club Award nomination forms totaling over 367 individual nominations.

Also presented at the Club Awards Banquet, the Eric Lahoda Memorial SU Scholarship (valued at \$1,000 each) recognizes 10 outstanding club members annually for their contributions to student life on campus and excellence in club leadership. This year, the SU received 43 Eric Lahoda Scholarship applications. This scholarship is made possible by an SU Quality Money grant.

Programs and Services

So that students don't need to carry around their books, laptops, gym clothes, and everything else they need during the day at the U of C, the SU offers an affordable, campus-wide locker program to all current undergraduate students. The SU rents out lockers on a first-come, first-served basis and oversees the repairs, maintenance, and semi-annual cleaning of the lockers. It is administered through the SU's used bookstore, Bound and Copied, and approximately 6,000 lockers are available throughout campus.

The SU Tutor Registry is an online, searchable database of qualified undergraduate students and alumni offering tutoring services in a variety of subject areas. Launched in January of 2012, the registry now has 65 individuals registered as active tutors, all who have obtained an A- or higher in the courses they tutor and an overall GPA of 3.0 or higher.

Safe and affordable housing is a concern for many undergraduate students, so the SU provides a database of off-campus housing vacancies for students near the university. In the fall of 2014, the SU partnered with Places4Students Inc. to provide a large real-time database of off-campus housing vacancies. This service includes new features including Google-mapping and quick search capabilities. U of C students can post ads on www.places4students.com for free, which makes finding a new roommate simple and affordable.

In March 1986, U of C students voted to establish a student levy to sponsor a refugee student to come to the U of C and

pursue their education in an environment free of violence or fear. As a result, U of C students and faculty also have a unique opportunity to learn first-hand about refugee and development issues. In partnership with the university, the SU is able to support two students each year. Working with the World University Service of Canada (WUSC) and administered by the Refugee Student Board, the fund has sponsored 27 students to date. The program provides a total of \$53,000 of funding per student through four years of academic study. The Refugee Student Program also receives some generous in-kind funding (tuition, residence, meal cards, etc.) from the U of C to help subsidize the cost of sponsoring first and second-year students. Students come from refugee camps in Ethiopia, Sudan, Liberia, Rwanda, Kenya, and Malawi. This year, the Refugee Student Program selected Abraham Achuil and Tamun Ahas Ras, both from a refugee camp in Kenya, where they resided after fleeing the violence in their home country of Sudan. They are studying actuarial science and political science, respectively.

The SU offers an Online Exam Bank to help students anticipate the types of questions and requested information that will appear on exams. Students can purchase digital copies of previously administered midterm and final exams. With over 11,000 pages of exams available, it's a great resource to test knowledge and see how prepared students are for their actual exams.

That Study Space is created each fall and winter semesters by opening That Empty Space as a quiet study area during final exams. Open from 8:00 a.m. to 7:00 p.m. on nine weekdays in December and seven weekdays in April, it's a quiet place where students can come to get ready for exams.

The SU provides undergraduate students who do not have alternate supplementary health and dental care plans with access to a comprehensive set of health insurance benefits, vision care coverage, as well as dental coverage offered through a specific network of dental clinics located throughout Calgary. Fees for the Health and Dental Plan have not been raised by the SU since 1992.

Since its inception in 1993, Students' Union Volunteer Services (SUVS) has provided volunteer opportunities and social services to students and other members of the campus community. Not only does SUVS operate as a volunteer centre, connecting students with volunteer prospects both on and off campus, it runs 10 of its own volunteer programs. This past year, the SUVS programs were supported by 450

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volunteers and 16 part-time student coordinators (12 during the school year and four during the spring/summer). A total of 16,180 hours were worked by the volunteers.

The SU Campus Food Bank provides emergency seven-day food hampers to current students, staff members and alumni who have graduated less than two years ago. This academic year, the SU Campus Food Bank continued to see an increase in the number of hampers distributed, and adults and children fed. Fortunately with the renovation of the Volunteer Services space, the SU Campus Food Bank has doubled in size, and features new refrigerators and freezers. SU volunteers perform client intakes, pack food hampers, and assist with general food bank operations. 31 SUVS volunteers worked 1,514 hours to support this program.

To address food security on campus, SUVS and the SU Campus Food Bank host a free breakfast program for students twice a week. Launched in November 2013, the SU provides free breakfast to undergraduate and graduate students. During this program's third year, attendance continued to increase, averaging 117 participants per morning compared to 92 last year. Between September 2015 and April 2016, the SU fed 5,041 students. Nine volunteers with SUVS worked 353 hours to support this program which is hosted in the Q Centre on Tuesdays and Wednesdays from 8:30 a.m. to 9:45 a.m.

Each December, student families are matched with sponsors through the Adopt-a-Family Program to provide gift hampers aimed at alleviating the financial stress of the holiday season.

In December 2015, the SU Campus Food Bank ran the Adopt-A-Family program, which provided gift hampers to 22 student families with 52 children.

The Holiday Hamper was introduced in November 2012 as an additional holiday-themed hamper to provide U of C students with a full turkey dinner during the holiday season. This year the SU Campus Food Bank provided 60 families with holiday hampers, containing a variety of holiday-themed food.

The Good Food Box program provides the campus community with greater access to affordable, nutritious, and sustainable fresh fruits and vegetables. The SU Campus Food Bank is an official depot for the Good Food Box program which is run through the Community Kitchen Program of Calgary. The program purchases produce directly from local farmers and wholesalers. This year there were a total of 166 orders placed - an average of 28 boxes per month.

Every year, the Volunteer Tax Program provides free tax return completion to current undergraduate and graduate students, staff, and faculty who meet the eligibility requirements. In 2016, the Volunteer Tax Clinic was open between Feb. 26 and April 8, and was run by 150 volunteers who were trained by the two coordinators and a former volunteer. Together, they completed 890 tax returns. The program expanded its presence at the U of C, running an office at the Foothills Campus on Feb. 25, where the program coordinators and volunteers collected paperwork and answered questions. Volunteers worked 5,533 hours – the most hours of any SU Volunteer Services program.

The SU Information Centre/Campus Lost & Found is operated year-round by student coordinators and volunteers to provide accurate and timely information to the campus community and visitors to MacHall. It is also the central lost and found depot for the entire campus. Open on weekdays from 10:00 a.m. to 4:00 p.m. during the fall and winter semesters, The Information Centre/Lost & Found provides visitors with directions and information about campus resources and events. It also stores lost items, returning them to their owners. Between September 2015 and April 2016, the four



Volunteers at the SU Campus Food Bank

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coordinators and 39 volunteers answered 9,283 questions, and worked 1,969 hours to support this service. Approximately 38 per cent of the 3,701 lost items they received were claimed. In January, the Information Centre/Lost & Found expanded its weekday hours from 10:00 a.m. to 4:00 p.m. to 9:00 a.m. to 4:00 p.m. to better serve the community.

The SU's Q Centre for Sexual and Gender Diversity strives to create a safe, comfortable, and open space for lesbian, gay, bisexual, transgender, queer, and ally (LGBTQA+) students. The Q Centre coordinators and volunteers raise awareness about LGBTQA+ issues by promoting diversity, and organizing educational activities and events. They also offer peer support and direct clients to community resources. Q Centre original programming includes: discussion groups, media club, peer support, The Outlet Project, and Queer U of C. The top five best attended events in 2015-2016 attracted more than 500 guests. 46 volunteers worked 2, 023 hours to support this program.

Students for Literacy is a program that pairs undergraduate volunteer tutors with learners who are learning English as a Second Language (ESL) or have developmental disabilities (DD). The program operates three branches: 1) 1:1 tutoring for ESL learners, 2) 1:1 tutoring for DD learners, and 3) a weekly drop-in ESL Station. The volunteers gain valuable teaching experience while offering the gift of literacy to members of the campus community and broader Calgary community. Each week in 2015-2016, three or four volunteers operated the ESL Station. Between four and 22 learners came to the ESL Station each week for help. Volunteers also help out with a book sale each year to raise funds for promoting literacy on and off campus. This year, a record \$729 was raised from the sale of books donated by members of the campus community. This program has 35 volunteers who worked 1,370 hours this year.

The Administrative Volunteer Program (AVP) gives students the opportunity to gain professional administrative experience by coordinating the SUVS front desk. Through their work, the AVP volunteers gain practical, on-the-job training in a variety of areas - ranging from file management to event planning. In return, they provide a high quality of customer service to those who visit the office. The AVP



Volunteers after a day of work in New Orleans

volunteers also connect visitors with meaningful volunteer opportunities. This past year, 30 AVP volunteers worked 863 hours. The AVP volunteers also helped to organize the Volunteer Appreciation Party, and attracted donations from 40 local businesses to provide prizes for volunteers.

The Alternative Spring Break (ASB) program links undergraduate students to non-profit organizations in Calgary. During the February reading break, the students volunteer for a variety of organizations that serve the community. Although the program only takes place over three days, the ASB volunteers complete enough service hours to qualify for the co-curricular record. This past year, the 16 ASB volunteers contributed 321 hours to non-profits based in the city which included eight service-learning group volunteering events, which were held in conjunction with the Calgary Drop-In and Rehab Centre, Children's Cottage Society, Habitat for Humanity, Kerby Centre, P.L.A.Y. Community Child Development Centre, Women in Need Society, and YWCA.

Every year, SUVS partners with the U of C's Centre for Community Engaged Learning to make one of the ucalgarycares programs possible. In 2016, SUVS was excited to get behind the New Orleans, Louisiana initiative for the first time. During Reading Week, the participants travelled to the US and stayed in a bunkhouse. Provided with a unique service-learning opportunity, the volunteers expanded their knowledge of social determinants of health, and helped at a

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Volunteers prepare for Dr. Seuss in the Park

diverse group of civil society organizations and schools. While having a lot of fun, the students experienced international volunteerism in a way that left a positive impact on the local community.

Dr. Seuss in the Park runs every Saturday from the end of June until the end of August in Riley Park. The program coordinators and a handful of volunteers attend each event where they read and make crafts with children who visit the park. The goal of the program is to promote early childhood literacy by providing children with enjoyable and meaningful activities. To encourage families to return each Saturday, passbooks were provided to children and celebrated a different country each week. The children who received the most stamps on their passbooks were eligible for a draw prize. Over 10 weeks, 14 volunteers contributed 257 hours, reading to a record number of 452 children throughout the summer. Volunteers also participated in ReggaeFest on Aug. 15. Several volunteers read to children and their families, and assisted with arts and crafts.

Into The Streets (ITS) introduces undergraduate students to new experiences and provides them with volunteer opportunities throughout the city. These experiences include learning about social issues, interacting with diverse groups, and making a positive difference in the community. Focused on service-learning, the program aims to provide students with the opportunity to get involved with social justice and cultural initiatives beyond the campus setting while enriching their overall university experience. A total of 67 group volunteer events were held at 32 organizations between

September 2015 and April 2016. In order to successfully complete the program, the volunteers must participate in three events per term. This year, ITS had an 89 per cent completion rate, the third highest completion rate in the program's history. This past year, 58 volunteers worked 1,514 hours.

The Student Ombuds Office is a confidential, independent, and impartial resource for all members of the university community on student-related questions and issues. It first originated as the SU's in-house Student Rights Advisor. In 2010, the SU entered into an agreement with the Graduate Students' Association and the university and the SU has contributed more than \$30,000 per year towards the operations of Ombuds Office.

The first Three-Years of the Ombuds Office experienced many problems and received numerous student complains. In 2015, as part of the SU's mandate, the SU advocated for the Student Ombuds Office to be revitalized with a revised Terms of Reference to better serve the needs of students. In May 2015 the office was restructured to report directly to the Vice-Provost Student Experience and be funded entirely by the university. The SU and GSA continue to be members of an Ombuds Advisory Committee, which provides advice to the Student Ombuds Office to ensure that it continues to meet the needs of students.

The SU is a major sponsor of Safewalk, a service run by Campus Security with student volunteers available around the clock to walk people safely to their destination anywhere on campus. The SU provides annual funding of \$12,000 (cash) and \$6,000 (marketing initiatives) to Safewalk to help maintain and promote this free service for students and the campus community. This year the SU provided space to Safewalk to operate out of the SU's Information Centre weekday evenings while classes are in session.

THE STUDENTS' UNION PROVIDES FUNDING AND AWARDS

With the understanding that many students face unique financial challenges while attending school, the Students' Union (SU) offers a number of financial supports and monetary award programs designed to assist students to take full advantage of academic and personal development opportunities despite personal financial challenges. As well, the SU invests in bright ideas through its Quality Money program.

Academic Funding

Every year the SU supports University of Calgary (U of C) students through student awards. Last year student donations through the peer bursary levy led to over \$1 million in bursaries distributed to deserving students. The SU provides several awards to outstanding students who excel in a variety of areas.

- Eric Lahoda Memorial SU Clubs Scholarship – 10 annual \$1,000 awards individual excellence in club leadership
- EMBA Bursary – one annual \$10,000 award funded by the SU's MacEwan Conference & Event Centre through the EMBA program

There are also awards that are administered on behalf of the SU by the university's Student Awards and Financial Aid office:

- Gordon C. Swann Bursary – one annual \$500 award
- Students' Union Women in the 90's Bursary – one annual \$500 award
- Ian McKinnon Bursary – one annual \$500 award
- Andrew Kirkor Memorial Bursary – one annual \$1,500 award
- W.A. Cochrane Bursary – one annual \$500 award
- A.W.R. Carrothers Scholarship – one annual \$500 award
- Ray Alward Memorial Bursary – one annual \$500 award
- Giah Eisenstein Memorial Bursary – one annual \$600 award
- Dr. Peter Craigie Undergraduate Memorial Award – two annual \$1,600 awards

- 54th Students' Union Legislative Council Student Assistance Bursary – five annual \$1,200 awards
- Student Peer Assistance Undergraduate Bursary – annual award, variable number and monetary amounts
- Dr. Peggy Patterson Bursary – two annual \$3,000 awards
- W.F.M. Stewart Bursary – one annual \$500 award
- Students' Union Campus Involvement Awards – seven annual \$1,000 awards
- Students' Union Ron Riopka Memorial Award – one annual award up to \$5,200

The Student Hardship Assistance Fund (SHAF) was created to assist students who demonstrate financial need. It is a fund of last resort which provides short term financial help due to unexpected and emergent circumstances encountered by the applicant. Its purpose is to help the applicant to remain enrolled at the U of C. The SU, as part of the annual budget process, sets aside \$10,000 each year to be used for the fund. Assistance provided by the SHAF does not exceed \$1,000 per applicant unless the Operations and Finance Committee unanimously approve additional funds, up to a maximum of \$2,000 per applicant. In 2015-2016, three students were helped.

SUPERwork (Students' Union Program for Education Related Work) provides a \$1,000 wage subsidy award to undergraduate U of C students earning less than a competitive wage (i.e. less than \$12.50/hour) at a summer employment position related to their degree program. This year, the SU received 117 applications, and 75 students received the wage subsidy. The SUPERwork program is a Quality Money initiative.

The SU provides travel and conference funding for full and part-time undergraduate students wishing to attend a conference or competition related to their area of study or professional development. The 2015-2016 program provided \$51,550 in grants to enable 404 students to attend conferences and competitions, nationally and internationally.

Since 1984, the SU has administered the Teaching Excellence Awards (TEA), which recognizes teachers and teaching assistants who make significant contributions in assisting undergraduate students to reach their potential. TEA is one of the only campus-wide recognition program for instructors

THE STUDENTS' UNION PROVIDES FUNDING AND AWARDS



MacHall Patio Furnishings supported by SU Quality Money

who make a lasting impact on students. Most importantly, students determine the nominees and winners. Almost 500 students submitted nominations this year, and on April 20, 2016 the SU honoured 34 faculty members and instructors for their commitment to student success at its annual Teaching Excellence Awards ceremony. Award recipients receive an Apple Award and a framed certificate. In addition, the SU made a \$5,000 donation in recognition of the winners to the university's Taylor Institute for Teaching and Learning. The full list of award winners is available on the SU website.

The SU's annual Undergraduate Research Symposium (URS) features selected students who present their projects to judges in the hopes of winning an award ranging from \$500 to \$1,000. The annual awards ceremony recognizes achievements in a variety of areas and across all faculties. On Dec. 2, 2015, in front of a crowd of 110, the winners were announced in 14 categories; more than \$21,000 was awarded. A team of more than 50 judges made up of faculty and staff from the U of C had the difficult task of determining the best submissions.

Quality Money

A unique partnership between the SU and the U of C Board of Governors, the SU Quality Money program is at the core of what sets the U of C apart from other post-secondary institutions. Approximately \$1.6M in annual funding is distributed by SU Quality Money Committee.

Quality Money is built on the foundation of partnerships and creating pride in the institution by empowering students, student groups, on-campus organizations, staff, faculty, and all members of the campus community to come forward with innovative ideas to improve the quality of education and the quality of student life at the U of C. It encourages members of this community to come together to propose ideas that make campus life better, enabling participants to create their own lasting legacies. All projects are selected by the SU's Quality Money Committee before they are approved at the Students' Legislative Council.

THE STUDENTS' UNION PROVIDES FUNDING AND AWARDS

The application process incorporates the U of C's Eyes High strategic vision to ensure that all projects support not only SU goals, but also those of the university. The SU has formalized the evaluation metric that the committee uses to determine each project's alignment with the shared goals of the campus community.

This year, the SU received 44 applications for Quality Money. The SU's Quality Money Committee met in early 2016, reviewed the applications, and approved 19 projects for funding. Examples of approved projects include: science collaborative space, scholarships, study chairs, U of C emergency management, locker replacement, and Dinos. For a complete list of previous Quality Money initiatives, please visit www.su.ualgary.ca/qualitymoney

Campus Community Partnerships

Through the formal SU partnership program, the SU provides a range of financial, communications, and in-kind support to student and university activities. Examples of partnerships follow.

The SU supports and periodically co-manages events with Student and Enrollment Services, the Women's Resource Centre, the SU Wellness Centre, Dinos Athletics, and others - contributing almost \$47,000.

The SU financially supports Safewalk with an annual cash contribution of \$12,000, as well as \$6,000 in marketing initiatives.

The SU provides significant in-kind support to university departments and organizations and students by offering the complimentary use of rooms in the MacEwan Conference & Event Centre and complimentary display tables in MacHall. This support is offered to numerous departments and organizations within Student and Enrollment Services, such as Career Services, the SU Wellness Centre, the Native Centre, the Women's Resource Centre, the Centre for International Studies and Study Abroad, as well the Residence Students' Association, Dino Athletics, and members of the Tri-Media group.

The SU provides input on how students' contributions to the Library Endowment Fund are spent. Students voted to create the fund in 1997 and the university's Library and Cultural Resources matches the dollar value of students' contributions

for collection purchases. The SU collects a fee of \$3.75 from full-time undergraduate students in the fall and winter semesters which is directed toward the Library Endowment Fund. Student fees are dedicated primarily to: expanding the library book collection, book repair, and extending library services. Book plates acknowledging the donation are affixed to the books and undergraduate students are hired to fill non-professional positions created through the donation. In 2014-15, funding for online/electronic resources was directed to Curio.ca (a CBC streaming video service), Literati (an academic alternative to Wikipedia), and patron driven acquisitions for e-books (resulting in the activation of 3,995 titles). The library was able to purchase 892 books with the donation and matched funds this year.

Students contribute a small fee to the SU's Committee of 10,000 which provides civil society organizations with microgrants. In 2015-2016, 15 non-profit organization projects were selected by the committee and shared in a total donation of \$20,000.

THE STUDENTS' UNION ADVOCATES FOR STUDENTS

The Students' Union (SU) is a strong advocate for students. Each year, the SU conducts a survey to gauge University of Calgary (U of C) undergraduate student satisfaction and solicit feedback to help guide the organization's advocacy and planning priorities. Managing student debt levels, increasing student financial aid, improving campus services, and safe and affordable housing are just a few examples of the topics on which the SU lobbies and advocates on students' behalf.

Institutional Advocacy

The SU collaborates and consults with students to ensure the SU's work is legitimate, timely, and visible. The SU survey is also used as an idea-generator that produces qualitative feedback and initiative suggestions for the SU's use in policy-advocacy, services, and programming. The SU values every response its membership submits and devotes significant resources towards collecting and compiling the data, and responding in imaginative and practical ways.

To improve the quality of the student experience, the SU advocates for upgrades to existing campus facilities and amenities. Prior to 2006, the SU provided a space for students in MacHall for prayer services. A larger prayer space was needed to respond to the growing student population. In 2006, the university officially opened the multi-faith prayer room that could accommodate 70 people. It was not enough to meet the needs of the growing student population, and the SU encouraged the university to build a larger prayer space. The Vitruvian Space located in the Dining Center officially opened in fall 2015 serving more than 1,800 students.

The SU is focused on advocating for all undergraduate students on an affordable and accessible university experience. With tuition frozen for the 2015-2016 and 2016-2017 academic years and a pending review by the Ministry of Innovation and Advanced Education, there is an opportunity for the SU and the university to put forward a joint proposal for the tuition and funding model for post-secondary education institutions in Alberta. The SU is working with university administration through the Tuition and Fees Consultation Committee (TFCC) to identify shared principles, goals, and ideas that may be presented to government.

While domestic student tuition is regulated under the Post-Secondary Learning Act Public Post-Secondary Institutions' Tuition Fees Regulation, international student tuition is

not, meaning that institutions may approve increases to international student tuition rates without limits. Given that several Canadian post-secondary institutions have recently implemented large international tuition fee increases ranging from 5-18 per cent without strong justifications for how costs have increased, the SU amended its policies to establish a position on differential tuition fee increases above the rate of inflation for international students. The SU emphasizes the importance of predictability, accessibility, and affordability in consideration of any proposed differential fee increase.

To ensure students' interests and perspectives are represented in decisions made by the University of Calgary's Board of Governors, the SU nominates two undergraduate students to serve on the Board of Governors every year: the SU President and a student-at-large elected in the SU General Election. The SU provides updates on the SU's programs and services and issues that are important to the student body. On Oct. 16, 2015 the SU received notice from the University Secretary that open meeting materials for Board of Governors meetings would no longer be made available to the public prior to board meetings; only the open session agenda will be made available on the board's website in advance of meetings. The SU finds this extremely concerning, because it prevents stakeholders from having a full understanding of issues being decided by the board and creates a significant barrier for those who may wish to provide the board with their perspective. As a result of this change, any public feedback on board decisions can only occur after decisions have already been made. The SU sees this as a deliberate step backwards in the university's commitment to transparency and openness in decision making.

The SU advocates to the university, ensuring the student voice is heard. Unfortunately, student representation on university Faculty Councils is inconsistent and variable across the institution. The SU is advocating to senior administration and individual faculties to have students, who have been nominated by the SU, appointed as voting members to every Faculty Council at the University of Calgary. Faculty Councils across the institution are currently reviewing their Terms of Reference and serious concerns have been noted in some, but not all faculties. For example, the Faculty of Nursing has refused to provide student representatives with a current copy of its Faculty Council Terms of Reference while the document is under review. Additionally, several faculties are considering removing or minimizing student

THE STUDENTS' UNION ADVOCATES FOR STUDENTS



Students attend a federal election forum in MacHall

representation due to significant misunderstandings about the role of stakeholder representation in decision-making and good governance processes. The SU's VP Academic and the university's Provost met with student members of Faculty Councils in February to better understand the challenges facing student members and determine how the faculties, central administration, and the SU can support students to be effective participants in Faculty Council meetings. There is significant variation in how Faculty Councils select student members. Faculty Councils have committed to publishing meeting schedules, agendas, and open minutes online for students to access.

The SU advocates to the university about issues that are important to the student body. In the fall of 2015, the Registrar's Office proposed changes to the university's Course Administration Dates (the deadlines for adding/dropping courses). The proposed changes would have negatively impacted students; the timeline for students to investigate potential classes during the first week of classes was shortened from three days to one. The SU voiced its concerns and the proposed Course Administration Date changes have been put on hold indefinitely until a more robust registration system is in place.

The SU met with the university to discuss students' concerns about the increases to residence rates and meal plans.

Although the SU recognizes that the cost of goods and services is subject to increase, the market demand for rental housing has decreased over the past year and the proposed increases are out of line with average rental rates. In addition, students have expressed ongoing dissatisfaction that those living in Yamnuska Hall are required to purchase a meal plan, even though kitchens are available for students' use as the cost of a meal plan is significantly higher than the cost of groceries. The SU is advocating for future consultations with students on increases to residence and meal plan rates. The following should be addressed if student support for increases is desired:

- The university should provide a long term plan for the cost of residence services.
- The university should engage in consultation with students before the Residence Services budget is prepared and approved each year.
- Proposed increases to residence fees and meal plan costs should be based on data and recognition that cost of living expenses are complex and dependent on many factors.
- Consultation processes cannot have negative ramifications for students living in residence. Students must be free to oppose fee increases without fear of reprisal.

THE STUDENTS' UNION ADVOCATES FOR STUDENTS

- Consideration must be given to the significant benefits of living in residence and accessibility concerns. If residence living offers such substantial benefits, it cannot only be for the elite. In proposing increased costs, consideration must be given to students' ability to pay, in addition to housing market considerations.

Additionally, Students' Legislative Council has reviewed the Truth and Reconciliation Commission recommendations related to education and discussed opportunities to better recognize Aboriginal history and meet the needs of Aboriginal students at the U of C. Student representatives look forward to being involved in the development of an Aboriginal strategy.

External Advocacy

The SU maintains ongoing lobbying efforts with municipal, provincial, and federal levels of government to protect undergraduate students' interests. Some examples include:

- Legalization of secondary suites by lobbying municipal representatives.
- UPass advocacy for Transit Bylaw (4M81) to be amended to provide recourse for students to prove that they have a valid UPass and minimize the negative impact of expensive fines.
- Improving students' access to voting by removing barriers to student voting at federal, provincial and municipal levels.
- Improving student voter turn-out through Get Out The Vote (GOTV) campaigns for any federal, provincial, and municipal elections.

This year, the SU ran a non-partisan GOTV campaign to mobilize student voters for the federal election on Oct. 19. The SU collected vote pledges from over 8,500 students and recruited over 53 volunteers who contacted students to remind them to vote and answer questions about voter eligibility and polling locations. Student volunteers conducted 124 classroom visits to inform students about the federal election and donated 338 hours during the course of the campaign. The GOTV campaign contributed to the Calgary-Conederation riding (where the University of Calgary is located) having the highest voter turnout in all of Alberta.

Canadian Alliance of Student Associations (CASA) is the SU's national lobby organization and is focused on ensuring students have a seat at the table to influence federal government policies related to post-secondary education - CASA's sole focus. During the week of Feb. 22 – 28, SU President Levi Nilson and Vice President External Romy Garrido were among 60 student leaders representing more than 300,000 students as part of the CASA's national advocacy week in Ottawa. Student leaders were a part of over 150 meetings with Members of Parliament and Senators. Major wins for students across the country this year included the largest investment in student financial aid since 2008, the expansion of the Canada Student Grant program, and doubling the number of students able to access the Canada Summer Jobs program from 35,000 to 70,000.

Council of Alberta University Students (CAUS) is an extremely effective organization with a proven track record and the SU's primary vehicle for provincial advocacy. As a result of this provincial advocacy work, the Government of Alberta announced in the summer of 2015 that it would freeze tuition for the next two academic years (2015-2016 and 2016-2017). Since tuition increases are calculated by Consumer Price Index (average two per cent annual increase), an undergraduate student taking 20 courses would save \$215.40 over the two-year tuition freeze. CAUS and the SU will continue to advocate for affordable and accessible post-secondary education and creating a long-term funding framework for post-secondary costs to be more predictable for students.

During the first week of April, CAUS met with over thirty elected officials in Edmonton during its annual lobby week. Students had the opportunity to meet with several ministers including the Minister of Finance and the Minister of Advanced Education. Issues discussed include:

- Tuition and fees
- Campus mental health funding
- Student financial aid funding
- Data and research on post-secondary education in Alberta
- The Summer Temporary Employment Program (STEP)