

Athabasca University Students' Union

Council Meeting Minutes

Tuesday, March 13th, 2018 5:30 pm MT

Meeting Called By: President Shawna Wasylyshyn

Type of Meeting: AUSU Council Meeting

Minutes: Governance and Advocacy Coordinator Emmanauel Barker

Participants

Council: President Shawna Wasylyshyn, Vice President External and Student Affairs Julian Teterenko, Vice

President Finance and Administration Brandon Simmons, Councillor Robin Bleich, Councillor Amanda

Lipinski, Councillor Kim Newsome, Councillor Andrew Gray

Staff: Executive Director Jodi Campbell, Communications and Member Services Coordinator Donette

Kingyens, Governance and Advocacy Coordinator Emmanauel Barker, Voice Editor Karl Low

Members: Councillor-Elect Darcie Fleming, Councillor-Elect Lisa Orcheski, Councillor-Elect Mark Teeninga,

Councillor-Elect Brittany Daigle

Agenda and Minutes

1.0 Adoption of Agenda

S. Wasylyshyn

Proposed Motion: BIRT AUSU council adopt the agenda.

2018-03-13 Council Agenda.pdf

- It was noted that the title of the document is incorrect
- Section 5.0 was edited to remove policy revisions for policy 8.09 from the agenda.
- Policy 8.09 to be edited and presented at a subsequent council meeting.

Action Item

R. Bleich/ A. Lipinski Carried 7/0

2.0 Approval of Council Meeting Minutes

S. Wasylyshyn

Proposed Motion: BIRT AUSU council approve the minutes of the February 13th, 2018 regular council meeting.

2018-02-13 Council Minutes DRAFT.docx

R. Bleich/K. Newsome

Carried 7/0

Note: Approval of all public council minutes, for special, regular, and interim council meetings, takes place at the next regular public meeting.

Old Business

3.0 Review of Action Items

S. Wasylyshyn

Note: The status of the action and agenda items at the bottom of the most recent regular council minutes (February 13th, 2018 in this case) were reviewed briefly.

- B. Simmons outlined that action items from Aug 8th and Dec 12th are on hold.
- S. Wasylyshyn asked J. Teterenko to describe changes to the agenda item from Sep. 12th
- J. Teterenko described that the MEC Committee discussed the issue and concluded that a distinction between "service" and "offer" is not significant and

- does not require further definition because any changes to AUSU offerings or services would need to be reviewed by the executive in any case.
- S. Wasylyshyn, K. Newsome, and J. Teterenko discussed the value or necessity according to policy for definition of "offering" or "service"
- K. Newsome iterated the necessity to follow policy.
- It was agreed to reopen a new agenda item to further define the distinction between "offering" or "service".

Action Item

New Business

4.0 AUSU Fee Refund Interpretation

S. Wasylyshyn

Proposed Motion:

WHEREAS the Alberta Post-Secondary Learning Act gives AUSU Council authority to set bylaws and fees;

WHEREAS AUSU bylaws section 3.16 states that AUSU fees are "non-refundable"; WHEREAS AUSU bylaws section 1.0 states that AUSU Council is the official interpreter of AUSU bylaws;

WHEREAS following the most recent revision of the bylaws in 2017, AUSU council became aware of certain scenarios regarding refunds that required further consideration. Upon review, AUSU council interprets "non-refundable" as follows:

BIRT AUSU council approve the following interpretation of the AUSU bylaws regarding student fee refunds (bylaws section 3.16), taking effect retroactively starting January 1st, 2018:

- Refunds will occur for all AU approved compassionate case refund requests.
- Refunds will occur for all course withdrawals that occur before the course start date.
- Refunds will NOT be granted for course withdrawals that occur after the course start date.
- S. Wasylyshyn pointed out to the councillors that she has prepared a visual aid for the above motion as is an important motion and begs consideration.
- B. Simmons and S. Wasylyshyn reiterate the importance of the above motion

J. Teterenko/ A. Lipinski

carried 7/0

5.0 Policy Revisions

B. Simmons

Proposed Motion: BIRT AUSU council adopt the updated copy of policy 2.10, Council Governance: Executive Director.

Policy_2.10_Council_Governance_Executive_Director.docx

- K. Newsome identified grammatical errors.
- K. Newsome inquired to section 2.10.03, suggesting that the ED should be capable of calling meetings of council in emergencies or if required by policy or bylaw.
- S. Wasylyshyn proposed an edit to the draft policy to include these changes.
- B. Simmons also proposed an edit to keep the policy consistent with language found in other documentation regarding executive council.
- B. Simmons and S. Wasylyshyn outlined the importance of section 2.10.06 regarding interim executive directorship.

J. Teterenko/ A. Lipinski

Carried 7/0

Proposed Motion: BIRT AUSU council adopt policy 2.17, Council Governance: Non-Partisanship.

Policy 2.17 Council Governance Non-Partisanship.docx

- S. Wasylyshyn outlined the importance of non-partisanship and indicated that CASA policies also contain a thorough section on non-partisanship.
- K. Newsome suggested that neither councillors or executives should participate in political partisanship without approval.
- S. Wasylyshyn indicated that councillors should have the ability to participate in public office outside of AUSU without permission.
- Changes to the policy were made to reflect K. Newsome's point.

R. Bleich/B. Simmons

Carried 7/0

Proposed Motion: BIRT AUSU council adopt the updated copy of policy 9.18, Position: Student Aid

Policy_9.18_Position_Student_Aid.docx

- S. Wasylyshyn detailed that this is a new version of a policy repealed by AUSU in 2015 and is being proposed because while the former policy was not adequate, one must exist.
- D. Kingyens pointed out that she saw a contradictory fact to the one stated in the policy and indicated that she has corrected the mistake.
- K. Newsome asked if the proposed policy had any content from the initial policy.
- B. Simmons noted that he has re-written the proposed policy entirely based on research and current AUSU policies.

A. gray/ R. Bleich Carried 7/0

Reports

6.0 Reports for the Month of February 2018.

Note: Regular monthly reports from executive, staff, and committees are circulated prior to the meeting. Any updates or highlights will be presented by the author of the report. Questions regarding the reports may be posed.

6.1 President's Report

S. Wasylyshyn

2018-02 President Report.pdf

- K. Newsome inquires as to why committees within the president's portfolio have met infrequently.
- S. Wasylyshyn answered to say that the committees have only been called once or twice, due to AU resources.
- S. Wasylyshyn also pointed out that AU GFC has delegated the authority to make program changes to the APPSC, which does not have a student representative in attendance.
- S. Wasylyshyn offered congratulations to J. Campbell for identifying and resolving the issue of AUSU fee refunds being given by AU, despite conflict with AUSU bylaws.

6.2 Vice President External and Student Affairs' Report

J. Teterenko

2018-02 VP External Report.pdf

 J. Teterenko pointed out that he had similar issues as S. Wasylyshyn regarding committees meeting infrequency. J. Teterenko also brought attention to a meeting at the Alberta Legislature between B. Simmons, J. Teterenko, E. Barker, and the Chiefs of Staff for the Minister of Advanced Education and the Minister of the Treasury Board and Finance respectively.

6.3 Vice President Finance and Administration's Report

B. Simmons

2018-02 VP Finance and Administration Report.pdf

• B. Simmons reported that the meeting with the Chiefs of Staff suggested changes to student aid coming from the provincial government in the near future.

6.4 Executive Meeting Report

B. Simmons

2018-02 Exec Meeting Report.pdf

Note: Executive meeting reports are not public documents. Any decisions made by the Executive appear in a separate public report for ratification by Council. The Executive meeting report is circulated to Council for review and acceptance in their role as the governing council of AUSU.

• S. Wasylyshyn pointed out that councillors must read the report on their own ahead of the public council meeting as it is not discussed publicly.

6.5 Finance Committee Report

B. Simmons

2018-02 Finance Committee Report.pdf

B. Simmons pointed out that the first quarterly meeting of the Finance Committee
was quiet and only substantially updated the members on the current initiatives
such as the reserve report, which has since been distributed.

6.6 Awards Committee Report

R. Bleich

2018-02 Awards Committee Report.pdf

• R. Bleich reported that six award applications have been approved.

6.7 Member Engagement and Communication Committee Report

J. Teterenko

2018-02 MEC Committee Report.pdf

- K. Newsome asked if the Committee has reviewed the Linkedin.com Premium service for Lynda.com, and if that is feasible.
- J. Teterenko pointed out that the Committee did not meet in February and that the Committee did not discuss it during the most recent meeting.
- D. Kingyens pointed out that she is in the process of providing a quote for the cost of the LinkedIn Premium account.
- K. Newsome asked why the MECC report suggested that many items were "in progress" while the Presidents report indicated that MECC had not been effective recently.
- J. Teterenko and S. Wasylyshyn both answered to say that the most recent MECC meeting had been held very recently, and that the President's report had not been updated since that meeting.

6.8 Executive Director's Report

J. Campbell

2018-02 Executive Director Report.pdf

- J. Campbell pointed out that the election had been very successful and that the last month has been a busy but productive period for AUSU.
- S. Wasylyshyn thanked J. Campbell for the detail of his report.

6.9 Communication and Members Services Coordinator's Reports

D. Kingyens

2018-02 Communications Coordinator Report.pdf

- D. Kingyens reported an increase in website traffic.
- S. Wasylyshyn congratulated K. Low and J. Campbell for increased Voice Magazine website traffic.

6.10 Acceptance of Reports

ΑII

Proposed Motion: BIRT council accept the February 2018 reports as presented.

R. Bleich/ A. Lipinski 7/0

Question & Answer Period

7.0 Question & Answer Period

S. Wasylyshyn

 K. Low commented that "PDF views" are inaccurately reported due to google analytics issues.

Next Meeting and Adjournme.

The next meetings of council will be:

Tuesday, April 10th, 2018, 5:30pm MST – Public Meeting Tuesday, May 8th, 2018, 5:30pm MST – Public Meeting

Motion to adjourn at 6:53 by B. Simmons

Summary of Agenda Items

| Date | Status | Action Item and Responsible Party |
|---------------------------------|-------------|--|
| | Deadline | |
| March 13 ^{th,} 2018 | In progress | Executive Director's Report: Update the member services policy to clarify what a service is versus an offer or discount. MECC Committee |
| | May 1, 2018 | Finance Committee Report: Finance committee to add the accounting course requirement to the first finance committee meeting following the election. Finance Committee |

Summary of Action Items

| Date | Status | Action Item and Responsible Party |
|------------|---------------|---|
| | Deadline | |
| August 8 | Ongoing | Adoption of Agenda: Rescind policy 9.22 in February. Staff/Council Note: This action item is on hold until AU implements the AU Bookstore. |
| January 15 | December 2018 | Policy Revisions: When policy 6.06 is up for review, it should specify that the finance packages should be sent to all of council monthly. Executives |

Committee Report

Awards Committee

Prepared by: Robin Bleich, Chair

Date: March 5th, 2018

Committee Members: Robin Bleich, Kim Newsome, Amanda Lipinski,

Julian Teterenko, Jodi Campbell (non-voting).



Summary

A total of five (5) award applications were received by the committee and reviewed. No further action was taken by the committee.

Motions/Decisions

In order of decisions made: On February 28, 2018, a motion passed 4/0 for a Health Care Bursary; On March 2nd, 2018, a motion passed 2/0 for an Emergency Bursary (ED and Chair approval only); On March 2nd, 2018, a motion passed 2/0 for an Emergency Bursary (ED and Chair approval only); On March 3, 2018 a motion passed 4/0 for a Health Care Bursary; On March 3, 2018, a motion passed 4/0 for a Computer Bursary.

Original Motion with Decision:

On February 28, 2018: BIRT AUSU Awards Committee approve the attached Health Care Bursary application XXXX for twelve months coverage for \$753.60.

Moved by: R. Bleich Seconded by: A. Lipinski

This motion passed 4/0.

March 2, 2018: BIRT AUSU Executive Director and Awards Committee Chairperson approve the Emergency Bursary application XXXX.

This motion passed 2/0.

No committee approval - ED and Chair only.

March 2, 2018: BIRT AUSU Executive Director and Awards Committee Chairperson approve the Emergency Bursary application XXXX.

This motion passed 2/0.

No committee approval – ED and Chair only.

Athabasca University Students' Union

February 2018 Activity Report

On March 3, 2018: BIRT AUSU Awards Committee approve the attached Health Care Bursary application for XXXX for twelve months coverage or \$1,000.00, whichever is less.

Moved by: R. Bleich Seconded by: K. Newsome

This motion passed 4/0.

On March 3, 2018: BIRT AUSU Awards Committee approve the attached Computer Bursary application for XXXX.

Moved by: R. Bleich Seconded by: K. Newsome

This motion passed 4/0.

Awards Overview

The table includes only the applications that were reviewed by the Awards Committee during 2017/2018 fiscal year. It does not include any applications that were withdrawn or disqualified for not meeting minimum criteria. Disqualified applications do not get sent to the committee.

| Award | Apps | Approved | Denied | Notes | Remaining Awards | Budget | Total paid | Remaining Budget |
|--|------|----------|--------|-------|---------------------|------------------------|--------------------------------------|---------------------|
| Academic Achievement Scholarship | 65 | 2 | 63 | | 2 | \$4,000 2/deadline | \$2,000 | \$2,000 |
| AUSU Bursaries | 10 | 5 | 5 | | 5 | \$10,000 5/deadline | \$5,000 | \$5,000 |
| Computer Bursaries | 15 | 7 | 8 | | 5 | \$9,600 or 12 comp. | \$5342.76 (1 outstanding) | \$4,257.24 |
| Single Parent Bursary | 0 | 0 | 0 | | 2 | \$2,000 1/deadline | \$0 | \$2,000 |
| Travel Bursaries | 1 | 1 | 0 | | N/A | \$4,000 \$1,000/e | \$600 | \$3,400 |
| Emergency Bursaries | 5 | 5 | 0 | | N/A | \$6,000 \$700/e | \$1,454 | \$4,546 |
| Health Care Bursary | 8 | 7 | 1 | | N/A | \$18,000 | \$2,000 (5 amount outstanding) | \$16,000 |

February 2018 Activity Report

| #lgo2AU | 55 | 1 | 54 | 1 | \$2,000 1/deadline | \$1,000 | \$1,000 |
|-------------------------------|-----|----|-----|---|-----------------------|-------------|-------------|
| Laurence Décor Award | 1 | 1 | 0 | 0 | \$1,000 | \$1,000 | 0 |
| Student Volunteer Award | 10 | 2 | 8 | 2 | \$4,000 2/deadline | \$2,000 | \$2,000 |
| Returning Student Award | 36 | 4 | 32 | 4 | \$8,000 4/deadline | \$4,000 | \$4,000 |
| Balanced Student Award | 30 | 4 | 26 | 4 | \$8,000 4/deadline | \$4,000 | \$4,000 |
| Total | 232 | 39 | 193 | | \$75,600 | \$28,396.76 | \$47,203.24 |

The table includes only the applications that were reviewed by the Awards Committee during the 2017/2018 fiscal year. It does not include any applications that were disqualified and did not meet minimum criteria. Disqualified applications do not get sent to the committee.

AUSU Office Report

Donette Kingyens, Communications & Member Services Coordinator

Prepared: March 1, 2018



Administration

Student Inquiries

 The majority of inquiries were related to logging in to lynda.com – a lot of grad student having been trying to access lynda since the message about it went up in the myAU portal.

| | Emails | Phone Calls | Instant Chats | Website | Facebook |
|-----------|--------|--------------------|---------------|---------|----------|
| Feb 2018 | 17 | | 3 | | |
| Jan 2018 | 25 | 2 | 2 | | |
| Dec 2017 | 4 | 1 | | 1 | 1 |
| Nov 2017 | 14 | 2 | 3 | | 1 |
| Oct 2017 | 25 | 3 | 7 | | 0 |
| Sep 2017 | 27 | 2 | 4 | | 3 |
| Aug 2017 | 13 | 0 | 2 | | |
| July 2017 | 27 | 3 | 6 | 1 | |
| June 2017 | 24 | 6 | 1 | | |
| May 2017 | 37 | 3 | 7 | | 1 |
| Apr 2017 | 32 | 0 | 7 | | 1 |
| Mar 2017 | 29 | 3 | 8 | | |
| Feb 2017 | 23 | 3 | 9 | 1 | 1 |
| Jan 2017 | 38 | 3 | 9 | | 1 |

^{*}Numbers above are approximate.

Does not include discussions with year-round award applicants.

Website comments refers specifically to questions that required an answer on news/blog posts

Services

Statistics on Services Provided for the Month:

- o NOTE: No grad cards in June as no graduates in June.
- o No grad card sent in October as AU did not sent the list of graduates until November.

| Month | Mobile App Accounts | Lynda | Eyewear Discount | Grad Cards | Welcome Email |
|----------|------------------------|-------|---------------------|---------------|------------------|
| Feb 2018 | 153 | 105 | 5 | 64 | 408 |
| Jan 2018 | 181 | 127 | 27 | 112 | 940 |
| Dec 2017 | 140 | 131 | 2 | 67 | 504 |

| Nov 2017 | 139 | 117 | 5 | 106 | 384 |
|-----------|-----|-----|----|-----|------|
| Oct 2017 | 231 | 276 | 5 | 0* | 620 |
| Sep 2017 | 227 | 203 | 4 | 108 | 764 |
| Aug 2017 | 209 | 48 | 6 | 66 | 591 |
| July 2017 | 108 | 47 | 11 | 69 | 405 |
| June 2017 | 133 | 81 | 6 | 0* | 633 |
| May 2017 | 157 | 63 | 21 | 261 | 1093 |
| Apr 2017 | 100 | 21 | 3 | 78 | 1060 |
| Mar 2017 | 188 | 162 | 12 | 87 | 424 |
| Feb 2017 | 144 | 32 | 10 | 64 | 503 |
| Jan 2017 | 84 | 152 | 8 | 103 | 766 |
| Dec 2016 | 160 | 21 | 3 | 70 | 562 |

• Lynda.com

Note: I archived 220 lynda accounts that had not been accessed for over a year.

| Month | Total | New | Videos | Hours | Avg. min. | Certificates |
|-----------|----------|----------|--------|--------|-----------|--------------|
| Wionth | Accounts | Accounts | Viewed | viewed | per login | completed |
| Feb 2018 | 1,717 | 105 | 2,770 | 180 | 16 | 28 |
| Jan 2018 | 1,613 | 127 | 2,841 | 186 | 15 | 41 |
| Dec 2017 | 1,833 | 131 | 2,030 | 141 | 15 | 13 |
| Nov 2017 | 1,702 | 117 | 2,638 | 183 | 14 | 25 |
| Oct 2017 | 1,591 | 276 | 4,205 | 273 | 15 | 42 |
| Sep 2017 | 1,314 | 203 | 3196 | 204 | 16 | 39 |
| Aug 2017 | 1,279 | 48 | 2,861 | 205 | 32 | 62 |
| July 2017 | 1,224 | 47 | 1,795 | 119 | 17 | 26 |
| June 2017 | 1,178 | 81 | 1,871 | 125 | 12 | 29 |
| May 2017 | 1,096 | 63 | 2,220 | 144 | 19 | 34 |
| Apr 2017 | 1,032 | 21 | 2,735 | 182 | 22 | 38 |
| Mar 2017 | 1,011 | 162 | 3,657 | 242 | 20 | 59 |
| Feb 2017 | 848 | 32 | 1,873 | 121 | 17 | 28 |
| Jan 2017 | 816 | 152 | 3,140 | 189 | 15 | 53 |
| Dec 2016 | 731 | 21 | 3161 | 221 | 48 | 68 |
| Nov 2016 | 710 | 48 | 2146 | 151 | 18 | 23 |
| Oct 2016 | 843 | 30 | 1510 | 117 | 21 | 18 |

• Course Evaluations

| Month | Total Evaluations | New Evaluations |
|----------|--------------------------|------------------------|
| Feb 2018 | 652 | 6 |
| Jan 2018 | 646 | 8 |
| Dec 2017 | 638 | 10 |
| Nov 2017 | 628 | 7 |
| Oct 2017 | 621 | 11 |

| Sep 2017 | 610 | 14 |
|-----------|-----|----|
| Aug 2017 | 596 | 8 |
| July 2017 | 588 | 16 |
| June 2017 | 572 | 15 |
| May 2017 | 557 | 13 |
| Apr 2017 | 544 | 6 |
| Mar 2017 | 538 | 10 |
| Feb 2017 | 528 | 7 |
| Jan 2017 | 521 | 9 |

• Forum Registrations

| Month | Total Registrations | New Registrations |
|----------|----------------------------|-------------------|
| Feb 2018 | 140 | 22 |
| Jan 2018 | 118 | 17 |
| Dec 2017 | 101 | 22 |
| Nov 2017 | 79 | 9 |
| Oct 2017 | 70 | 10 |
| Sep 2017 | 61 | 31 |
| Aug 2017 | 30 | 30 |

Social Media & Marketing

Newsletters

- o <u>AUSU Updates VOTE In The AUSU Election, Interview With The AUSU President, And More!</u> (2018-02-28)
- o <u>AUSU Updates Election Candidates Announced, Election Debates, Free lynda.com, and</u> more! (2018-02-12)

• The Voice

 Sent Voice ads for most Voice publications in January (Feb 2, 9, 16). No article for Feb 23 due to illness.

| Weekly Stats | Overall Visits | Unique Visits | Bounce Rate* | PDF Views | Highest # of Views per Article | Articles with over 20 views |
|----------------------|-------------------|------------------|-----------------|--------------|-----------------------------------|-----------------------------|
| Feb 23 – Mar 1, 2018 | 1,649 | 1,409 | 69.84% | 0 | 237 | 5 |
| Feb 16 - 22, 2018 | 1,138 | 966 | 68.85% | 0 | 34 | 4 |
| Feb 9 – 15, 2018 | 1,164 | 1,044 | 77.97% | 0 | 132 | 6 |
| Feb 2 – 8, 2018 | 1,247 | 1,089 | 65.78% | 0 | 121 | 5 |
| Feb 2018 Overall | 5,202 | 4,512 | 70.83% | 0 | 227 | 23 |
| Jan 26 – Feb 1, 2018 | 1,146 | 981 | 60.14% | 4 | 30 | 3 |
| Jan 19 – 25, 2018 | 1,719 | 1,472 | 67.62% | 3 | 147 | 6 |
| Jan 12 – 18, 2018 | 1,528 | 1,301 | 72.23% | 3 | 235 | 5 |
| Jan 5 – 11, 2018 | 1,177 | 980 | 68.95% | 9 | 59 | 5 |
| Dec 29 – Jan 4 | 882 | 676 | 73.82% | 8 | 28 | 1 |

February 2017

| Jan 2018 Overall | 6,052 | 5,091 | 68.26% | 22 | 253 | 28 |
|-----------------------|-------|-------|--------|----|-----|----|
| Dec 22 – 28, 2017 | 556 | 450 | 63.08% | 4 | 16 | 0 |
| Dec 15 – 21, 2017 | 1,102 | 924 | 70.80% | 9 | 179 | 4 |
| Dec 8 – 14, 2017 | 975 | 808 | 59.14% | 8 | 28 | 4 |
| Dec 1 – 7, 2017 | 1,242 | 1,030 | 66.60% | 12 | 145 | 4 |
| Dec 2017 Overall | 4,179 | 3,449 | 66.57% | 37 | 156 | 17 |
| Nov 24 – 30, 2017 | 1,187 | 1,031 | 65.22% | 11 | 56 | 2 |
| Nov 17 – 23, 2017 | 1,554 | 1,254 | 62.42% | 9 | 61 | 6 |
| Nov 10 – 16, 2017 | 1,378 | 1,176 | 60.18% | 14 | 95 | 4 |
| Nov 3 – 9, 2017 | 1,427 | 1,215 | 62.25% | 18 | 33 | 3 |
| Nov 2017 Overall | 5,925 | 4,970 | 62.75% | 56 | 124 | 22 |
| Oct 27 – Nov 2, 2017 | 2,269 | 1,881 | 61.82% | 15 | 38 | 4 |
| Oct 20 – 26, 2017 | 1,612 | 1,170 | 62.4% | 22 | 33 | 2 |
| Oct 13 – 19, 2017 | 753 | 630 | 73.62% | 15 | 42 | 1 |
| Oct 6 – Oct 12, 2017 | 622 | 496 | 74.20% | 31 | 20 | 0 |
| Sep 29 – Oct 5, 2017 | 664 | 562 | 77.88% | 11 | 22 | 2 |
| Oct 2017 Overall | 5,249 | 4,207 | 67.12% | 54 | 51 | 10 |
| Sept 22 – 28, 2017 | 756 | 638 | 79.90% | 19 | 37 | 2 |
| Sept 15 – 21, 2017 | 723 | 601 | 80.42% | 14 | 35 | 1 |
| Sept 7 – 14, 2017 | 646 | 549 | 76.72% | 17 | 27 | 2 |
| Sept 1 – 7, 2017 | 662 | 599 | 78.43% | 17 | 24 | 1 |
| Sept 2017 Overall | 3,079 | 2,625 | 78.62% | 70 | 54 | 11 |
| Aug 25 – 31, 2017 | 656 | 567 | 81.70% | 19 | 73 | 2 |
| Aug 18 – 24, 2017 | 819 | 664 | 66.36% | 15 | 33 | 3 |
| Aug 11 – 17, 2017 | 575 | 492 | 76.83% | 13 | 46 | 1 |
| Aug 4 – 10, 2017 | 432 | 357 | 78.92% | 11 | 10 | 0 |
| July 28 – Aug 3, 2017 | 847 | 716 | 78.75% | 17 | 68 | 3 |
| Aug 2017 Overall | 2,690 | 2,265 | 76.26% | 63 | 73 | 7 |
| July 21 – 27, 2017 | 492 | 418 | 77.70% | 10 | 22 | 1 |
| July 14 – 20, 2017 | 514 | 419 | 75.68% | 13 | 16 | 0 |
| July 7 – 13, 2017 | 525 | 441 | 77.74% | 15 | 12 | 0 |
| June 30 – Jul 6, 2017 | 664 | 531 | 77.36% | 18 | 26 | 1 |
| July 2017 Overall | 2,608 | 2,172 | 79.12% | 59 | 58 | 7 |
| June 23 – 29, 2017 | 782 | 576 | 72.94% | 29 | 31 | 1 |
| June 16 – 22, 2017 | 694 | 578 | 73.29% | 16 | 66 | 3 |
| June 9 – 15, 2017 | 592 | 473 | 73.75 | 17 | 18 | 0 |
| June 2 – 8, 2017 | 683 | 580 | 70.33% | 21 | 31 | 1 |
| June 2017 Overall | 3,028 | 2,421 | 71.44% | 88 | 69 | 9 |
| May 26 – Jun 1, 2017 | 613 | 507 | 74.34% | 20 | 60 | 2 |
| May 19 – 25, 2017 | 704 | 557 | 74.26% | 13 | 27 | 1 |
| May 12 – 18, 2017 | 688 | 577 | 76.74% | 13 | 28 | 1 |
| May 5 – 11, 2017 | 799 | 667 | 71.71% | 20 | 23 | 1 |
| Apr 28 – May 4, 2017 | 1,057 | 900 | 78.87% | 13 | 73 | 2 |
| May 2017 Overall | 3,166 | 2,637 | 75.92% | 64 | 97 | 9 |

^{*}Bounce Rate is the % of people who only visit 1 page and leave without any further interaction with the site.

Mobile App

| | Total | New | Social Connections | Social | Campus Activity | Campus Activity | Events |
|-----------|----------|----------|--------------------|-------------|-----------------|-----------------|-----------|
| | Accounts | Accounts | (total) | Connections | (total) | (month) | Scheduled |
| | | | | (month) | | | |
| Feb 2018 | 5,798 | 153 | 2,418 | 105 | 51,658 | 5,236 | 5 |
| Jan 2018 | 5,579 | 181 | 2,313 | 99 | 46,422 | 3,226 | 42 |
| Dec 2017 | 5,398 | 140 | 2,214 | 69 | 43,196 | 2,457 | 3 |
| Nov 2017 | 5,214 | 139 | 2,145 | 73 | 40,739 | 2,688 | 41 |
| Oct 2017 | 5,075 | 231 | 2,072 | 112 | 38,051 | 3,099 | 25 |
| Sep 2017 | 4,844 | 227 | 1,960 | 238 | 34,952 | 4,652 | 31 |
| Aug 2017 | 4,617 | 209 | 1,722 | 128 | 30,300 | 3,063 | 24 |
| July 2017 | 4,408 | 108 | 1,594 | 38 | 27,237 | 1,412 | 56 |
| June 2017 | 4,300 | 133 | 1,556 | 56 | 25,825 | 1,464 | 20 |
| May 2017 | 4,167 | 157 | 1,500 | 48 | 24,360 | 1,403 | 23 |
| Apr 2017 | 4,010 | 100 | 1,452 | 100 | 22,957 | 1,703 | 7 |
| Mar 2017 | 3,910 | 188 | 1,352 | 122 | 21,254 | 2,502 | 27 |
| Feb 2017 | 3,722 | 144 | 1,230 | 57 | 18,752 | 1,046 | 23 |
| Jan 2017 | 3,578 | 84 | 1,173 | 75 | 17,706 | 1,474 | 148 |
| Dec 2016 | 3,494 | 160 | 1,098 | 65 | 16,232 | 1,337 | 17 |

• Website Analytics

The chart below lists **page views** for our most popular pages. Note, the totals do not reflect how many people actually filled out applications (ie. for awards or course evaluations), just how many people visited the page.

Note: There were also 427 unique views of the new article announcing the candidates, and 527 unique views of the elections page.

| Month | Total Views | Unique Views | Awards | Careers | Course Evals | lynda | Арр | Eye- wear | Pharmacy | Student Lifeline | FAQs | The Voice |
|------------|----------------|-----------------|--------|---------|-----------------|-------|-----|--------------|----------|---------------------|------|--------------|
| Feb 2018 | 29,919 | 10,798 | 574 | 269 | 493 | 1,489 | 93 | 97 | 146 | 208 | 87 | 98 |
| Jan 2018 | 13,417 | 5,507 | 1,384 | 194 | 481 | 1,752 | 151 | 1102 | 219 | 243 | 73 | 104 |
| Dec 2017 | 9,094 | 3,683 | 613 | 203 | 96 | 1,419 | 79 | 92 | 156 | 133 | 51 | 67 |
| Nov 2017 | 10,191 | 4,265 | 1,201 | 287 | 510 | 1,557 | 96 | 155 | n/a | 84 | 45 | 45 |
| Oct 2017 | 19,068 | 8,028 | 5,220 | 301 | 411 | 2,243 | 119 | 237 | n/a | 173 | 46 | 32 |
| Sep 2017 | 16,456 | 6,929 | 3,748 | 266 | 106 | 2,400 | 149 | 213 | n/a | 197 | 45 | 53 |
| Aug 2017 | 7,947 | 3,382 | 506 | 187 | 694 | 587 | 87 | 224 | n/a | 119 | 26 | 22 |
| July 2017 | 8,630 | 3,686 | 671 | 300 | 708 | 763 | 91 | 228 | n/a | 112 | 26 | 17 |
| Jun 2017 | 11,294 | 4,858 | 927 | 130 | 589 | 851 | 60 | 185 | n/a | 120 | 35 | 51 |
| May 2017 | 10,486 | 4,379 | 975 | 136 | 773 | 665 | 276 | 607 | n/a | 256 | 59 | 35 |
| April 2017 | 15,713 | 6,338 | 5,557 | 155 | 508 | 510 | 110 | 80 | n/a | 101 | n/a | 28 |

February 2017

| Mar 2017 | 13,012 | 5,487 | 3,170 | 359 | 494 | 1,281 | 112 | 345 | n/a | 156 | n/a | 44 |
|----------|--------|-------|-------|-----|-----|-------|-----|-----|-----|-----|-----|----|
| Feb 2017 | 7,106 | 2,909 | 559 | 202 | 466 | 453 | 274 | 245 | n/a | 77 | n/a | 15 |
| Jan 2017 | 11,158 | 4,853 | 2,263 | 274 | 431 | 1,254 | 130 | 213 | n/a | 130 | n/a | 24 |

| Month | Advocacy | Quick Links | Forum | Health Plan | Exec Blog | Finances | Council | Minutes | Agendas | News & Archives | Policies |
|-----------|----------|----------------|-------|----------------|--------------|----------|---------|---------|---------|--------------------|----------|
| Feb 2018 | 87 | 58 | 1,282 | 108 | 32 | 60 | 265 | 69 | 68 | 198 | 426 |
| Jan 2018 | 56 | 52 | 367 | 108 | 191 | 67 | 340 | 25 | 55 | 206 | 674 |
| Dec 2017 | 47 | 69 | 308 | 80 | 36 | 28 | 222 | 44 | 55 | 97 | 576 |
| Nov 2017 | 54 | 54 | 640 | 169 | 88 | 30 | 189 | 20 | 73 | 122 | 248 |
| Oct 2017 | 32 | 73 | 343 | 216 | 120 | 53 | 163 | 24 | 57 | 137 | 375 |
| Sep 2017 | 27 | 74 | 417 | 244 | 44 | 32 | 234 | 27 | 45 | 152 | 205 |
| Aug 2017 | 45 | 72 | 402 | 173 | 58 | 35 | 102 | 40 | 79 | 151 | 253 |
| July 2017 | 64 | 33 | 329 | 194 | 309 | 31 | 133 | 49 | 47 | 137 | 268 |
| Jun 2017 | 60 | 38 | 770 | 131 | 95 | 24 | 213 | 27 | 40 | 135 | 224 |
| May 2017 | 90 | 34 | 319 | 171 | n/a | 71 | 341 | 42 | 301 | 81 | 244 |
| Apr 2017 | 67 | 33 | 118 | 109 | 198 | 63 | 293 | 62 | 77 | 151 | 345 |
| Mar 2017 | 151 | 37 | 66 | 147 | 45 | 86 | 319 | 45 | 101 | 165 | 269 |
| Feb 2017 | 29 | 49 | 86 | 143 | 85 | 65 | 152 | 59 | 84 | 143 | 399 |
| Jan 2017 | 71 | 45 | 150 | 178 | 236 | 79 | 193 | 66 | 95 | 137 | 365 |

Website Polls

o What brought you to the AUSU website today?

| • | Saw the link about the poll | 1 |
|---|-----------------------------------|-----------------|
| • | Came to check on a service | 3 |
| • | Wanted to reach AUSU for advocacy | 0 |
| • | Wondered what AUSU has been up to | 2 |
| • | Wanted to read an AUSU policy | 1 |
| • | Other | 6 |
| • | Total Responses: | 13 |
| • | Posted: | Feb 12 – Feb 26 |

o How many hours did you spend studying last week?

| - | 0 - 5 | 13 |
|---|------------------|----|
| • | 6 – 10 | 7 |
| • | 11 – 15 | 2 |
| • | 16 – 20 | 3 |
| • | More than 20 | 10 |
| - | Total Responses: | 35 |

■ **Posted**: Jan 29 – Feb 12

• Social Media Statistics:

Facebook

| Month | Total | Total | New | Average | Overall | Overall |
|-----------|-------|-------|-------|------------|-------------|-------------|
| | Posts | Likes | Likes | post reach | Engagements | Impressions |
| Feb 2018 | 45 | 1,328 | 28 | 262 | 172 | 20,658 |
| Jan 2018 | 62 | 1,310 | 33 | 266 | 152 | 30,695 |
| Dec 2017 | 58 | 1,285 | 23 | 238 | 75 | 26,507 |
| Nov 2017 | 60 | 1,274 | 30 | 434 | 231 | 54,763 |
| Oct 2017 | 69 | 1,256 | 42 | 465 | 289 | 61,291 |
| Sep 2017 | 54 | 1,224 | 27 | 215 | 96 | 21,200 |
| Aug 2017 | 58 | 1,205 | 17 | 318 | 201 | 35,968 |
| July 2017 | 66 | 1,198 | 25 | 366 | 208 | 43,291 |
| June 2017 | 73 | 1,179 | 20 | 484 | 287 | 64,507 |
| May 2017 | 64 | 1,168 | 20 | 486 | 348 | 59,076 |
| Apr 2017 | 61 | 1,156 | 26 | 414 | 250 | 40,158 |
| Mar 2017 | 73 | 1,139 | 26 | 281 | 252 | 42,433 |
| Feb 2017 | 58 | 1,124 | 19 | 506 | 149 | 47,163 |
| Jan 2017 | 72 | 1,110 | 43 | 538 | 260 | 67,114 |
| Dec 2016 | 52 | 1,077 | 40 | 637 | 249 | 58,210 |
| Nov 2016 | 70 | 1,041 | 91 | 424 | 370 | 64,324 |
| Oct 2016 | 53 | 973 | 69 | 434 | 569 | 63,968 |

o Twitter

| Month | Total Posts: | Total Followers | New Followers | Retweets | Link Clicks | Overall Impressions |
|-----------|-----------------|--------------------|------------------|----------|-------------|------------------------|
| Feb 2018 | 46 | 844 | 4 | 24 | 36 | 11,823 |
| Jan 2018 | 60 | 840 | 6 | 12 | 67 | 13,612 |
| Dec 2017 | 56 | 834 | 12 | 12 | 51 | 12,320 |
| Nov 2017 | 56 | 832 | 8 | 12 | 53 | 13,024 |
| Oct 2017 | 65 | 834 | 14 | 42 | 71 | 16,605 |
| Sep 2017 | 48 | 830 | 11 | 9 | 43 | 10,877 |
| Aug 2017 | 58 | 824 | 8 | 144 | 45 | 12,078 |
| July 2017 | 63 | 820 | 7 | 29 | 49 | 15,445 |
| June 2017 | 71 | 817 | 8 | 21 | 69 | 18,371 |
| May 2017 | 60 | 815 | 15 | 20 | 110 | 14,387 |
| Apr 2017 | 59 | 809 | 9 | 15 | 73 | 12,899 |
| Mar 2017 | 70 | 808 | 20 | 19 | 104 | 18,219 |
| Feb 2017 | 52 | 796 | 13 | 18 | 64 | 17,453 |
| Jan 2017 | 71 | 793 | 15 | 18 | 111 | 21,505 |
| Dec 2016 | 51 | 783 | 16 | 16 | 80 | 14,485 |
| Nov 2016 | 80 | 779 | 60 | 31 | 87 | 20,526 |
| Oct 2016 | 52 | 720 | 39 | 13 | 76 | 16,393 |

o LinkedIn

| Month | Total Posts: | Total Followers | New Followers | Engagements | Link Clicks | Overall Impressions |
|-----------|-----------------|--------------------|------------------|-------------|----------------|------------------------|
| Feb 2018 | 41 | 234 | 2 | 15 | 12 | 2,176 |
| Jan 20178 | 58 | 232 | 1 | 20 | 19 | 2,646 |
| Dec 2017 | 56 | 231 | 0 | 24 | 22 | 2,183 |
| Nov 2017 | 54 | 232 | 2 | 22 | 17 | 2,739 |
| Oct 2017 | 63 | 230 | 0 | 63 | 49 | 4,456 |
| Sep 2017 | 49 | 232 | 1 | 34 | 25 | 2,636 |
| Aug 2017 | 58 | 231 | 0 | 43 | 36 | 4,128 |
| July 2017 | 60 | 233 | 1 | 29 | 24 | 3,411 |
| June 2017 | 69 | 232 | 0 | 30 | 21 | 3,578 |
| May 2017 | 57 | 232 | 0 | 35 | 28 | 2,851 |
| Apr 2017 | 53 | 234 | 0 | 53 | 43 | 3,619 |
| Mar 2017 | 55 | 234 | 3 | 65 | 44 | 5,139 |
| Feb 2017 | 39 | 231 | 1 | 52 | 39 | 4,183 |
| Jan 2017 | 64 | 233 | 1 | 49 | 38 | 4,523 |
| Dec 2016 | 52 | 232 | 3 | 35 | 25 | 3,559 |
| Nov 2016 | 61 | 229 | 71 | 32 | 18 | 5,203 |
| Oct 2016 | 53 | 158 | 56 | 44 | 36 | 3,984 |

AUSU Office Report

Jodi Campbell, Executive Director

Prepared: February 28th, 2018



Administration

This month the staff have been busy rolling out the 2018 election. We've got some amazing candidates running for council and I look forward to seeing a competitive election for our council seats. With only a couple months left in the current executive term, we are also busy trying to wrap up specific tasks that are associated with our goals list. With time not slowing down - I anticipate a sprint to the finish line.

Convocation Sponsorship:

We have now confirmed that AUSU will be partnering with the AU Convocation committee to sponsor the undergraduate student regalia for the event. The convocation committee is going with local vendors to supply food for the event - eliminating the lunch sponsorship, so we worked with AU to find another sponsorship opportunity that would be a great fit for the organization. With the gown costs being directed back to each student, AUSU's sponsorship will be able to go directly to our student membership in support of this event. No change to the budget allocation will be required.

AUSU Space Requirements Memo:

Together with EC a draft memo is being developed, which will outline the office space requirements for AUSU operations. Once finalized, this will then be presented to AU as we look to partner with the university on new office space in 2019-2020.

General Administration:

- Both the President and I have met with Richard MacLeod (AU Registrar) regarding our joint Information Sharing Agreement, which is directly related to our new student mailout initiative. The final agreement is now signed off by AUSU and awaits a signature from the BoG chair.
- Tax season is upon us T4's and T4A's have been sent out. This year we had our bookkeeper prepare all the documentation for the T4's and T4A's. Previously the AUSU office was completing this task. With this task being highly suited for our bookkeeper, we were able to streamline this process by incorporating Tammy into the process. Paper copies were then mailed out by the office.
- The AUSU Annual Report is currently being developed. Stay tuned.
- As we prepare for the transition of the Student Lifeline over to AU, Shawna and I have been working with both AU and Student Lifeline team to make this transition as seamless as possible. We are currently anticipating a timeline to hand over the service to AU later this April if everything lines up.

Committee Support

Finance Committee:

Much work has been dedicated to the research of our future refund philosophy here at AUSU. Richard MacLeod has been very helpful as we progress through this topic. I believe we have found a nice balance with AU, so our student fees are being assessed or refunded appropriately moving forward. Here is a Coles notes version of the discussions thus far:

- Refunds will occur for all AU approved compassionate case refund requests
- Refunds will occur for all AU approved course drops that occur before the course start date
- Refunds will NOT be granted for course drops that occur after the course start date

I look forward to hearing feedback from council on this later in March, as we look to finalize our position on fee refunds.

Awards Committee:

The awards committee has been doing a nice job of managing all the year-round bursary applications, while the staff are working with our web developer to prep all the updates to our May awards applications, specifically the new criteria for the #lgo2AU award.

MEC Committee:

February brings an end to the current Mobile APP agreement with Oohlala. As you will know, we have negotiated terms for another three years with OLL. The first year will be free of charge with year 2 and 3 coming at a 25% discount. We are currently working out the finer details of the agreement with everything looking to be in place in the next week or two.

Our communication focus has been on the election this past month. I feel we have done a solid job to promote the event with the student membership and look forward to seeing how this work impacts the overall awareness and voter turnout for our general election.

The Voice

The Voice Magazine:

The Voice, in many ways is on cruise control. We have now settled into the new website and the managing editor is doing a very nice job of managing the many articles that are coming in from our wonderful writers.

The magazine has done a good job of promoting the election over the past couple weeks by offering the candidates the opportunity to provide answers to nine questions that helped to outline what they are all about. Be sure to check out this article as it's a great way to learn more about our future councillor's. I hope you are all staying engaged with our magazine, we are seeing some great articles coming from The Voice each week.

Governance

2018 General Election:

We are currently in the voting period of the 2018 general election and things are going very well. After a strong nominations period that saw 21 students originally nominated, we eventually settled on 15 candidates that met the criteria and submitted their "intent to run" email. I hosted 3 candidate orientations for the group and found this to be a great opportunity to introduce everyone to AUSU for the first time. The orientations were all conducted via teleconference and included a PowerPoint presentation with me being the voice over.

A new feature to this year's election was the addition of three debates/candidate forums. These were moderated by our very own President and had a very good feel to them. Candidates came prepared to participate, asked great questions, and used this opportunity to introduce themselves to the student membership. You can check out the debates on the website – we have some great candidates running this year, with solid new ideas for the organization.

Final results will be provided at the special council meeting slated for March 8th. See you there and be sure to VOTE!

AUSU Procedures:

Like I mentioned last month, our Governance and Advocacy Coordinator and I have been busy developing a list of internal AUSU procedures that will fill out our governance structure. Each of the draft procedures will be brought to an EC meeting for review and approval. So far, we have established the following procedures that will be going to EC:

- Computer Equipment procedure
- Customer Service Standards procedure
- Teleconference Meetings procedure

Meetings

| February 1 | Meeting with AU – Fees discussion |
|----------------|--|
| February 2 | Mobile APP meeting |
| February 6 | AU meeting (Richard MacLeod) re: Information Sharing Agreement |
| February 6 | AU Convocation Update meeting |
| February 7 | Weekly Staff Meeting |
| February 8 | Election Candidate Orientation #1 |
| February 9 | Election Candidate Orientation #2 |
| February 10 | Election Candidate Orientation #3 |
| February 12 | Election Campaign Period Begins |
| February 12-19 | Holiday |
| February 20 | Candidate Forum #1 |
| February 20 | President/ED meeting |
| February 21 | AU meeting (Richard MacLeod) re: Information Sharing Agreement |
| February 21 | Weekly Staff Meeting |
| February 21 | The Voice meeting |
| February 21 | Rick Harland & Chris McLeod AU Stakeholder Meeting |
| February 21 | Finance Committee meeting |
| February 22 | AMICCUS Executive Director meeting |
| February 22 | Candidate Forum #2 |
| February 23 | EC meeting |
| February 24 | Candidate Forum #3 |
| February 27 | AUSU Procedure meeting |
| February 28 | Weekly Staff meeting |

Committee Report

Finance Committee

Prepared by: Brandon Simmons, Chair

Date: March 5, 2018



Committee Members: Brandon Simmons, Robin Bleich, Andrew Gray, Julian Teterenko, Jodi Campbell (non-voting).

Activity This Month

The Committee met on February 21 and it was a fairly quiet meeting with very little to discuss. We reviewed the first quarter financials, and everything is looking good thus far. There were two items that needed to be noted, the first is that the voice contest line on the income statement still has not be fixed by the bookkeeper. Right now, it shows that the voice contest budget is well over its budget however this is not the case. There are transactions that are for the prior year that were incorrectly recorded. Direction has ben given to the bookkeeper to get this fixed and I followed up again this month and was told that it would be addressed for the march reports. The other item of note is that our investments were not updated as our investment statements came very late which resulted in them not getting entered.

As we are switching to quarterly meetings for the finance committee we talked to the investment advisor about receiving quarterly investment statements. When we talked to them we were informed that their system allows them to either issue monthly statements or quarterly statements but not both. Due to the fact that we are now meeting quarterly the quarterly investment statements will be more useful for the committee so going forward our investment accounts will only be updated quarterly by our bookkeeper.

The last thing that was discussed at the meeting was an update on the reserve review that I am undertaking. I shared that I have been doing research on the definition of a contingency reserve as well as best practices. In doing this research I found a report put out by Grant Thornton's not for profit division that describes how typically not for profits follow a rule of thumb of maintaining a contingency reserve of between 3-6 months of revenue and in extreme cases up to 2 years. The report lays out that there is no standard that will work for all organizations. The report states that a contingency reserve should tied to an organizations risk levels. If you look at our organization we are fairly stable, our revenue is legislated by the PSLA, we do not have any other businesses, and we do not own any property. This is drastically different from other student unions and especially other not for profit organizations.

February 2018 Council Meeting

The report also outlines a process for determining reserve levels based on a risk analysis which is how I will proceed with reviewing our contingency reserve. Other information that I have found has also discussed an operating reserve which speaks to have sufficient cash flows. This is something that we have always strived for however may be worth actually putting into policy. This is something else that I will work on.

At the end of the day rough numbers that come to mind for both myself and Jodi is around \$400,000 which will still leave significant reserves. I let the committee know this and ask them to brainstorm ideas on how we could use the fund to benefit the organization such as restricting some of the funds and designating them for new service implementation. If we look back on some of the services that we have implemented they have come at a large initial cost so have funds designated for these types of activities will help to ensure we are able to implement new services for our members.

The next meeting of the Finance Committee is not yet scheduled as it will take place in April after the council changeover. We did discuss possibly having an additional meeting to discuss the reserve report however we decided that we will start the conversation by email and then may set a meeting date if we feel it would help the conversation.

| | Summary of Action Items . | | | | | | | |
|---------|---------------------------|---|--|--|--|--|--|--|
| Date | Status | Action Item and Responsible Party | | | | | | |
| | Deadline | | | | | | | |
| Jan. 11 | In Progress | Have Tammy fix accrued liabilities balance sheet item as well as fix the Voice | | | | | | |
| | | contest line on the income statement | | | | | | |
| | | Jan 31: | | | | | | |
| | | The accrued liability error has been fixed and Tammy is working on the voice line | | | | | | |
| | | item | | | | | | |
| | | Feb 21: | | | | | | |
| | | This was discussed with Jodi and he said that he has let Tammy know to get this | | | | | | |
| | | adjusted and it should be fixed for the march monthly statements | | | | | | |
| | | J. Campbell | | | | | | |
| Jan. 11 | Completed | Get more info from Richard Mcleod regarding process for issuing refunds to | | | | | | |
| | | students, specifically look into process for compassionate refunds. | | | | | | |
| | | J. Campbell | | | | | | |
| | | | | | | | | |

Committee Report

Member Engagement & Communications Committee

Prepared by: Julian Teterenko, Chair

Date: 05 March 2018



Committee Members: Julian Teterenko, Shawna Wasylyshyn, Amanda Lipinski, Brandon Simmons, Benjamin McDonald, Donette Kingyens, Jodi Campbell (non-voting).

Activity This Month

Student Mail Outs:

Currently, AUSU is still waiting to hear from AU about some new reporting in order for us to determine what students to send out the packages to. We were supposed to receive this earlier, but it is taking longer than anticipated to get his new information. We are hoping to receive it soon and be able to initiate and start this mail out early this year.

Update: We are still waiting on information from the university before we can go forward.

Course Evaluations:

Staff is currently looking into and doing some research on the course evaluations. They will include suggestions for future changes along with a proposed budget that may be required for the project and there will be a proposal brought forward at the next meeting. Also included in this is whether we have the ability to sort by certain questions, topics, and ratings.

A list is being put together of potential questions to change to and will be reviewed at the next MECC meeting in March.

Website Audit:

We discussed doing a website audit for our own website. We are going to get the MEC Committee to go through every page and link that is accessible on our website to ensure that everything is accurate, relevant, and up to date.

We decided to split up the tabs that we currently have on the website amongst the members and for us to go through all the pages in those tabs to check them over.

This review of our website is currently ongoing and will be completed by the next meeting.

February 2018 Report

Update: The web audit is currently complete and being reviewed by myself and AUSU staff to fix and change a few things that were found. Overall, the website itself was sound.

Facebook Live:

There have been several facebook live session time slots booked for the executive.

We are going to be continuing having these sessions and will be brainstorming some more ideas for topics that we can do them on.

Update: A list of previous topics is being compiled and will be discussed at the March MECC meeting and we will come up with new ones.

AUSU Executive Report

Shawna Wasylyshyn, President

Prepared: March 5, 2018



Current Issues

AUSU – The AUSU 2018 General Election is underway! We are so fortunate to have a tremendous list of engaged and well informed candidates. We have been working hard to boost voter turnout but at the time of writing, the votes are coming in slower than we have seen in recent elections. I was able to identify that for students who had activated their @athabasca.edu email account, we were at risk of our newsletters and their ballot going into a folder labeled "other" which is not immediately visible. Staff sent targeted emails to those domain addresses in an effort to combat that issue, although the number of students who have activated their AU email at this point is well below half of our active members and many of them did report that they didn't have this issue.

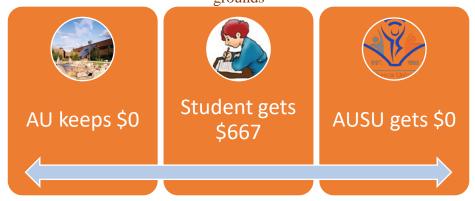
AU – It's resource planning season at AU and we have been advocating for a reduction in exam related fees, despite being told by the University that it isn't possible for them to adjust exam related fees this year. Of course, it IS possible and it is a conscious choice not to do it. The biggest issue of concern is that students are paying high fees to schedule an exam with less than 20 days notice or to reschedule an exam, both of which cost the University next to nothing.

AUSU Fees are non-refundable – We have identified that AU has been refunding or withholding our fees in the event of some academic withdrawals. It's a complicated bunch of scenarios, but upon discussing the issue informally with Council, I put together a series of illustrations which captures what has been occurring with our fees and how we would like AU to proceed going forward.

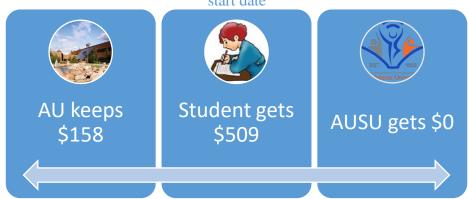
Scenario 1 – **Prior to Jan 1, 2018** when student withdraws from course on compassionate grounds



Scenario 1 – **Jan 1, 2018 onward** when student withdraws from a course on compassionate grounds



Scenario 2 – **Prior to Jan 1, 2018** when student withdraws from course within 30 days following start date



Scenario 2a – **Jan 1, 2018 onward** when student withdraws from a course prior to the 1st of the month (start of contract)



Scenario 2b – **Jan 1, 2018 onward** when student withdraws from a course between the 1^{st} to the 30^{th} day of the contract



Scenario 3 – **Prior to Jan 1, 2018** when student withdraws from course after more than 30 days from start date



Scenario 3 – **Jan 1, 2018 onward** when student withdraws from a course after more than 30 days from start date



Committees

AU Board of Governors: There were no Board meetings this month.

BOG Sub Committees:

BOG Honorary Awards: I attended this annual meeting in person on February 16. For now, the honorary award recipients are confidential but I am thrilled with the choices this year.

BOG Finance and Property: I attended an in camera meeting in person with the committee on February 16.

General Faculties Council: No meetings this month.

GFC Sub Committees:

Student Academic Appeals Committee: I attended via teleconference on Feb 1 and 22 to deliberate several student appeals with the committee.

GFC Exec: No meetings this month.

GFC Governance Review: No meetings this month – and in fact this committee hasn't met in many, many months. I'm not sure what to make of that so I just emailed the Chair to try to find out the status of this.

Academic Integrity Working Group: No meetings this month – and in fact we haven't met since July. I'm unsure as to what is happening with this group so I sent an email to follow up.

AUSU MECC: This committee has not met since December, which has been of great concern to me. Despite the creation of numerous action items, and following up several times with the chair, there has been little to no committee communication or discussion and no meeting. As is evident in the comments and statements made by the candidates in our current election, Member engagement at AUSU has a long way to go. In my time as President at AUSU I have brought forward dozens if not hundreds of ideas to improve this and yet I feel stymied by the MECC. Over the last several months, I have requested that AUSU Staff, MECC or the VPEX investigate or consider the following ways to improve member engagement:

- Improving search engine optimization to allow for AUSU & the Voice to come up when people search AU or Athabasca University, etc.
- Updating/reviewing the AUSU website to create a clearer and accurate picture of our work and services.
- Fixing the course evaluations to ask appropriate questions and provide timely and accurate information to fellow students.
- Amending the social media strategy with an aim for LISTENING and ENGAGING as opposed to telling, sharing and posting.
- Optimizing newsletter distribution to ensure that our communication is meaningful and efficient.
- Utilizing Facebook ads to generate interest and activity throughout our election.
- ProctorU codes as a contest prize
- LinkedIn Premium memberships as an add on to our Lynda service

As a councillor, member of the MECC and the President, I feel that I am unable to bring forward concerns or ideas and have them implemented in a meaningful way unless I am willing to do it myself or get right down into operations. Our governance structure SHOULD be set up so that any person can bring forward an idea to the committee and have it considered and implemented or scrapped. However, we seem to have this bottleneck and it is nearly impossible to get something through it.

CASA: Nothing to report.

CASA Sub Committees:

CASA Federal Policy Committee: I completed a draft policy for "creating a University in Nunangat", which was approved by the finance committee and sent to the membership for approval at the AGM.

Faculty Councils:

Faculty of Heath Disciplines Faculty Council: No meetings this month.

Faculty of Business Undergraduate Program Council: This group met this month but I was on vacation and missed the meeting.

Faculty of Business Faculty Council: No meetings this month.

AUSU Business

AUSU Non-Partisan Policy – In 2015, AUSU fell into a full crisis which was the result of many factors but one very large factor was that our then President had been a candidate in the provincial election, was elected as an MLA and resigned. At that time, I had identified that AUSU should have a non-partisan policy which would prevent our elected representatives, in particular our Executives from engaging in partisan politics which could politicize or affect the work or reputation of AUSU. Over the years, we had many other priorities and since the likelihood of that situation occurring again was low, we didn't put such a policy together. Recently, this came back up onto my radar again and I worked to complete a draft non-partisan policy for council approval.

Executive Director Review – AUSU policy requires the Exec team to conduct a performance review for the ED prior to the end of our term. Last month we sought input from council and I am currently compiling data and comments in order to inform the review. I will then meet with Julian and Brandon to finalize the documents before meeting with Jodi to deliver the review.

Meetings

Resource Planning Team – Our Exec team met with the resource planning team and provided them with a document(attached)with our requests over 1 week in advance of the meeting. We were disappointed to hear a resounding "no" back from the team after our second consultation. We were told that changing the dates wasn't possible at this time due to the need for IT resources and changing the amounts isn't possible without doing a full review of all of the fees. We will continue our advocacy at the GFC meeting and I will also share my sentiments with the Board as well.

Rick Harland and Chris McLeod – Our Exec team met with the Interim VP of University Relations and the Director of Marketing on Feb 21. We shared some updates and thoughts around convocation, AU newsletters and communication and the then upcoming student town hall with Neil. We thanked them for their assistance in creating election awareness and agreed to work together where possible.

Alain May – I had a great 1-1 meeting with Alain on Feb 26. She informed me of a number of items, specifically:

- AU will putting more resources into PLAR to help move students faster through the process.
- The AUSU Fee refund situation and AU's ability to respond to it.
- The NCHA results and AU's mental health strategy. They are in negotiations with Student Lifeline to take over the contract for this service from us. This is AMAZING news because it means that we successfully advocated to AU and to the Government to allow Government funding for mental health services as opposed to students having to pay for it themselves. WINNING!
- We discussed student recognition at AU.
- 1 Resource Planning Team
- 1 Student Academic Appeals
- 9 Candidate Orientation
- 9 CASA Policy Committee
- 10 Candidate Orientation
- 12 AUSU Exec
- 16 Finance and Property
- 16 Honorary Awards
- 20 Election Debate
- 21 Rick Harland & Chris MacLeod
- 22 Election Debate
- 23 AUSU Exec
- 24 Election Debate
- 26 Alain May

Hours

Weekly Breakdown

| moonly Broakdom | | | | | |
|-----------------|----------|--------|-----------|--------|-------------|
| Week ending: | Vacation | Hours | Banked | Banked | Banked Time |
| | Hours | Worked | Time Used | Time | Remaining |
| | | | | Earned | |
| February 4 | 0 | 35 | 0 | 0 | 33.25 |
| February 11 | 0 | 17.5 | 17.5 | 0 | 15.75 |
| February 18 | 7 | 37 | 0 | 9 | 24.75 |
| February 25 | 0 | 34 | 1 | 0 | 23.75 |
| _ | | | | | |
| March 4 | 0 | 17 | 18 | 0 | 5.75 |

Timesheets and Compliance

I have reviewed timesheets from both Brandon Simmons and Julian Teterenko and found them both to be within policy requirements.

AUSU Executive Report

Julian Teterenko, VP External and Student Affairs

Prepared: 05 March 2018



Committees

AUSU MECC: See MECC Report.

AUSU Finance: See Finance Report.

AUSU Awards: See Awards Report.

Board of Governors:

There were no meetings for me this month.

GFC:

There were no meetings for me this month.

Faculty Councils:

Faculty of Science and Technology:

At the Faculty of Science and Technology Faculty Council meeting this month we discussed and reviewed over some standard topics that we see come up normally. These include the standing reports from the various centres within the faculty and the Dean's report.

One of the new items that came up during the meeting was the MSc IS external review report. This report detailed the priorities that the MSc IS Program wishes to implement. These included a new teaching and learning framework that enables lifelong self-paced distributed learning, a sustainable and adaptable course, program, and credential mix based on a lean and data-informed development, renewal, and retirement process, and an integrated planning, execution, assessment and accountability cycle. The report gave us the general findings and some recommendations on how they will be following through. One recommendation that I found very relevant to the students was their plans for the students' need for an increased feeling of community and group support. I am hoping that with this implementation, students find that there will be better

February 2018 Report

communication within the program. Another item of note from the report was that the program will be looking at integrating more OER's in the program. This will be beneficial as when the bookstore is planned on opening, the course materials will already be included in the course and the students will not have to pay for more textbooks. Overall, the report was well accepted, and the changes planned will seem to benefit the university and the students.

We also had a Middle States Presentation. This gave the faculty council a plan on how they will have to go forward with the courses and programs to be compliant with the Middle States Commission on Higher Education. There were priority outcomes listed for the next year and up to 2022. The expectations listed and the process moving forward will benefit the programs and the students, and we should see nothing but the highest standards of quality in the programs going forward.

We also discussed the future course development and I mentioned that when taking the future development in mind, that they should coordinate with the other faculties and with the other courses on the moodle layouts for the students. This will be taken into consideration, as it won't require students to relearn a new layout for every course they take.

The rest of the meeting was taken up by reports from the various program directors and the Dean. They were all fairly standard and listed new student numbers, what programs or courses they are in, and some research opportunities that have been undertaken. The Dean also shared with us some of the latest successful items of note that have happened within the FST.

Faculty of Humanities and Social Sciences:

No meeting this month.

Learning and Teaching Student Advisory Group:

No meeting this month.

Student Systems Student Advisory Group:

No meeting this month.

Digital Governance Committee:

At this meeting this month, there was just the standard items that we reviewed. We went over the current action items that were being worked on, had a new informational item on Technical Disaster Recovery, went over the ICT portfolio scorecard, and the RFC's that came up.

The overall summary of the proposed sanctioned investment for the technical disaster recovery report was that if a disaster should ever befall AU's primary data centre, AU would no longer be able to conduct university operations until such a time that the services were rebuilt, or disaster remedied. This meant that the university should invest to upgrade and update AU tech infrastructure as soon as possible to prevent this from happening. This is not new information as we know that the infrastructure has been needing updating.

The rest of the meeting went as usual in discussions on the scorecard and the RFC's.

AUSU Business

Council Elections:

This month has been quite busy as we opened the nominations for running for council, had the campaign period open, and voting began on the last day of the month.

There has been much work put into putting the word out there about our council elections. This included emails sent out to the membership, social media posts, and the executive reaching out and talking to individual members that had expressed interest. It took a lot of out time, but we wanted to make sure that we had plenty of students running because this is the first time that the council being elected has 13 seats. At the opening of the campaign period, there were 19 eligible candidates that were running for council. There were a few that did not end up reconfirming their intent to run and nearing the voting period, the number of candidates dropped down to 15.

Throughout most of the month, we were working our hardest to spread the word of the council elections and get as many students to run as possible. Many opportunities were given to candidates to voice their opinions on matters and get their platforms out. Every candidate had a chance to submit a short bio, a campaign poster, and campaign video. There was also a specific section on the forums where candidates could post their full bios, answer any questions that were asked of other students, and given an opportunity to voice their platform points. Closer to the end of the month, debates were held and every candidate had the chance to attend 1-2 debates. Everyone was asked the same questions and given a chance to respond and ask a question of their own.

It will be exciting to see the results of the election and see who will be on the next term for councillors.

CASA:

I have been working with the Executive Director to complete the survey questions and plans on making a set of metrics after the answers are submitted. It has been a busy month following Advocacy week and gearing up to our AGM. The Board has met several times and I have been busy with the compilation of the results from the latest survey and developing a set of metrics that we can use to evaluate the value of membership to CASA and the partnership agreement that CASA has with the Quebec Students Union.

Alberta Government:

Close to the end of this month, we had the chance to meet with the staff to the Minister of Advanced Education and the Minister of Treasury Board and Finance. At this meeting, we discussed the current tuition freeze, tuition tax credits, and post secondary funding.

On the topic of the tuition freeze, we expressed our concerns that the freeze is not good for the students or institutions in the long run. Once the freeze is lifted, students would have unpredictable costs that they would have to pay. This also prevent the institutions from increasing tuition to CPI and instead gets them to increase tuition for out of province and international students. The backfill funding provided to the universities is also not guaranteed from year to year.

We also voiced our concern that AU currently receives the lowest amount of provincial grant funding per fte student in the province. The institution was also not included in receiving capital funding in the last budget. We also discussed the fact that the new framework still has not been released and is needed for future post secondary funding to AU.

We also discussed tax credits with them and expressed to them that we have a different demographic than other universities. Because 95% of our students do not receive federal or provincial aid, they rely on the tuition tax credits to give them some additional funding for their courses. If they were to get rid of the tax credits, many students could not get anything because they are attending part time. They hinted to us that an update for funding for part time students would be included in the framework release. It is possible that they will still be getting rid of the tuition tax credits but without the release of the new framework and the funding review, we cannot know for certain.

Overall, they heard our concerns for our students and understood that we represent a different demographic. Hopefully we will see the review and framework be released soon.

Meetings

February 01 - CASA Board

February 01 - AUSU w/ AU

February 07 – FST Faculty council

February 08 – Digital governance

February 12 - AUSU Executive

February 13 – Council Meeting

February 15 – CASA Board

February 21 - AUSU w/ Rick Harland

February 21 – Finance committee

February 23 - AUSU w/ AB gov

February 23 - AUSU Executive

Hours

Weekly Breakdown

| Troomy Broamachin | | | | |
|-------------------|--------------|-------------|-------------|-------------|
| Week ending: | Hours Worked | Banked Time | Banked Time | Banked Time |
| | | Used | Earned | Remaining |
| 04 FEB 18 | 18 | 12 | 0 | 6 |
| 11 FEB 18 | 24 | 6 | 0 | 0 |
| 18 FEB 18 | 30 | 0 | 0 | 0 |
| 25 FEB 18 | 30 | 0 | 0 | 0 |
| 04 MAR 18 | 30 | 0 | 0 | 0 |

Timesheets and Compliance

I have reviewed the timesheets from Shawna Wasylyshyn and Brandon Simmons and found them to be in compliance with AUSU policy.

AUSU Executive Report

Brandon Simmons, VP Finance and Administration

Prepared: March 3, 2018



Committees

Finance Committee: See Finance Committee Report, includes update on reserve

review.

MECC: See MECC Report.

General Faculties Council: No meeting this month, next meeting March 14, 2018

GFC Sub Committees

Academic Learning Environment Committee:

Since I had an exam the same day as this meeting I decided to go in person to this meeting. At the meeting we discussed the university strategic plan Imagine. There was very little discussion regarding the plan other than committee members saying how much they liked the plan. After we finished the overview of the Imagine plan we discussed the new learning and teaching framework that is going to be developed. Now that the program and course review has been completed they will be moving forward with this plan. It will involve a steering committee however the membership was not discussed yet.

The idea of the learning framework was to expand on the values outlined in the strategic plan and to improve learning though implementing a more modular, personalized and flexible model. I asked if during this project if the inconsistencies between faculties would be addressed, I pointed out that many students will take a class from another faculty and the process of learning is completely different. I was told by Dr. Prineas that yes this will be looked at. He also said that the plan is not to just take a current model and then force it upon all faculties but rather it will be to look at how our student experience could like in the future and then creating an optimal learning environment. When I heard this answer, I was happy however this started a heated discussion. Many professors were not happy with my comment and felt that the we should not be removing inconsistencies as it can impede creativity. The worst comment I heard was that just because students were not happy with the differences between courses that it was not reason enough to make drastic changes.

On a positive note before they made it back around to me to argue against those points of view There were a number of committee members who spoke up in our defense and said that they did think that this was an issue that needed to be addressed. Veronica Thomson the Dean of FHSS said that this is something that they are already working on in their faculty because they have heard these concerns. Jennifer Griffin The new VP of information and technology spoke up and said that we did need to look at how we can streamline our platform and improve the end user experience and that it does not need to hinder creativity in course delivery, but inconsistencies can be removed. There seemed to be a fairly even split of support for my comments however the higher-level support seemed 100% on board with this direction. That being said if at all possible it would be good for AUSU to get a seat on this steering committee to ensure that the focus stays on creating a framework that will produce the best course delivery for students.

The main people in charge do sound very positive and it sounds like it will be great for students, but it would still be good to be involved in this new process. Another key point that was emphasized was that Jennifer was going to be involved during the entire process so that the IT side of course delivery was always being considered so that we can produce the most optimal learning experience for students.

Academic Excellence Awards Committee:

This committee met this month however the meeting was in camera, but it was a very positive meeting and had great applications.

Student Awards Committee: No meeting this month and next meeting has not been set

FHSS: No meeting this month and next meeting has not been set

AUSU Business

Policies

This was a very big month for policies. Policy 2.10 was the last policy that was required to be reviewed before this council term finishes however it was identified that it would be beneficial to have both a student aid policy and an executive committee terms of reference. AUSU has not had either of these policies before so it required a bit of research and discussion to put them together. Also, through conversations at executive a number of other policy ideas were identified all of which would be beneficial to have finished before a new council term began. As a result, we have edited a total of 7 policies. Most of the changes are minor as the policies have been reviewed however with a new council coming in soon there were some insights that we did not want to be lost.

For example, in Policy 6.05 expenditures it talks about the VPFA having expenses approved by the finance committee. The policy talks about how expense reimbursements are supposed to be done as a last resort and now with the changes we have made to our travel policies it can place an extra burden on the VPFA as meals no longer can be paid for by an AUSU visa. The changes in the travel policy accounted for this issue by stating that the executive committee can approve advance per diems for meals however since these are still accounted for on an expense form the VPFA needs to submit his first to the finance committee. In discussion it was identified that this process could be streamlined to allow for quicker turnaround for VPFA reimbursements while actually increasing transparency which is why we put together the revisions together. This will allow whomever is in the role of VPFA next to not have to wait as long for expenses that they have paid for out of pocket.

Rick Harland & Chris McLeod:

When we met with them they talked to us again about the AU strategic pan and they talked about the working being done to create a corporate relations division to help work with larger corporations to provide training opportunities. Throughout this discussion they also let us know that student enrollment is currently up which is a positive. They also let us know about a chat feature that is currently being piloted on the AU website that will allow prospective students to chat in real time with AU staff. We also talked to them about the AU student newsletter and they mentioned that this is still on their to do list and that they want to increase engagement with students however they are further behind then they would like due to staffing changes but they are working towards increasing efforts.

We also discussed convocation and out sponsorship of student regalia. During the conversation we discussed the changes to convocation. They also mentioned that they are really looking for ways to increase attendance. Right now, we average 360 of 1800 graduates who actually attend in person. They are focused on dealing with this convocation but then they will be doing an depth look to see what other changes can be made to help students attend in person. One example that was given was possibly holding mini convocations across Canada, but this is just one unexplored option.

Ministry of Finance and Advanced Education:

Julian, Emmanuel, and myself had the opportunity to meet with Laura Devany and Bill Moore who are the chief of staff for the Minister of Finance and Minister of Advanced Education. This was great meeting and allowed us to discuss the current tuition freeze, the tuition tax credits, and the unique challenges that AU students face in regards to funding their education. We expressed our concern regarding the tuition freeze. We pointed out that there is a lot of uneasiness for students as tuition has been frozen for so long and now they do not know what to expect. We expressed the need to release the results of the educational review as soon as possible so that institutions can begin planning which will then also allow students to begin planning for what is coming. This

February 2018 Council Meeting

also lead us into a discussion about the unique challenges of AU regarding finances particularly with the lack of funding for out of province students as well as the IT capital that is needed to be able to provide better service for students.

We also discussed the unique role that the tuition tax credit plays for our members. While we did debate the issue back and forth and they did hear our thoughts it did not look very positive that we would be able to retain them. That said we do not know that we won't there were a number of points that we raised that did get them thinking such as pointing out that many of our students are actually able to immediately use the tax credits as they are working or else their spouse or partner is. From the conversation though Bill Moore kept hinting about a need for change regarding part time loans. We did agree that this would benefit our students but that it didn't need to be at the expense of the tuition tax credits. From the conversation it did sound like there will be significant changes made to part time student aid coming which still would be a great benefit for our students. This was a point that continually came up during our meeting.

Overall it was a really great meeting and it was great to be able to begin building that connection with the ministry of finance. Laura did say that even though budget proposals were finished that she would take our notes and polices that we gave her and add that to the budget submissions unless we wanted to throw in a last-minute proposal. I really got the sense that even though we were not a part of CAUS or ASEC that the government was willing to listen to our unique needs and that we can play a major role in shaping things without the current advocacy groups.

Meetings

February 1, 2018 – AU Fee Consultation

February 5, 2018 – Executive Meeting

February 6, 2018 – Academic Excellence Awards Committee

February 12, 2018 – Executive Meeting

February 13, 2018 – AUSU Council Meeting

February 21, 2018 – Meeting with Rick Harland & Chris McLeod

February 23, 2018 – Meeting with Laura Devaney Ministry of Finance, and Bill Moore

Advanced education

February 23, 2018 – Executive Meeting

February 27, 2018 – Academic Learning Environment Committee

Hours

Weekly Breakdown

| Week ending: | Hours Worked | Banked Time Used | Banked Time Earned | Banked Time Remaining |
|--------------|--------------|---------------------|-----------------------|--------------------------|
| February 11 | 30 | 7 | 0 | 12.5 |

February 2018 Council Meeting

| February 18 | 30 | 0 | 0 | 12.5 |
|-------------|----|------|---|-------|
| February 25 | 32 | 0 | 2 | 14.5 |
| March 4 | 30 | 3.75 | 0 | 10.75 |

Timesheets and Compliance

I have reviewed the timesheets from Shawna Wasylyshyn and Julian Teterenko and found them to be in compliance with AUSU policy. I did however send an email to Julian to discuss a concern over the amount of time that the CASA board work has been taking. Over the month there has been 13 hours directed to CASA board work meanwhile there are still AUSU action items that are due and that have not yet been completed.

Executive Motions

| Date | Motion |
|------|---|
| | There were no executive motions during February |
| | |