



## **POLICY 7.01**

### **MEMBER SERVICES**

#### *Member Services Administration*

#### **POLICY INTENT**

To define how AUSU researches, creates, implements, and administers member services.

#### **POLICY RESPONSIBILITY**

Council

#### **POLICY**

- 7.01.01 AUSU will develop and/or implement member services to enhance the quality and value of AUSU membership.
- 7.01.02 Each new service must be proposed by an executive, committee, councillor, or employee who will develop a proposal that shall include:
- a) the goal of the proposed service;
  - b) a draft budget for implementation and ongoing administration and provision of the proposed service;
  - d) estimated implications for human resources including executive councillors, councillors, staff, and volunteers; and
  - e) eligibility requirements for membership access to the proposed service.
- 7.01.03 The proposal will be presented to Council for review and approval.
- 7.01.04 Administration procedures for proposed services shall be developed by the executive director, in consultation with staff and the executive committee, within confines of policy.
- 7.01.05 Staff shall track the usage of AUSU member services, as well as member feedback about service levels, and report this data to council as required by policy or in regular staff reports.
- 7.01.06 The budget for member services shall be reviewed annually as part of the regular budgeting process.

## **RELATED REFERENCES, POLICIES, PROCEDURES AND FORMS**

### **This Policy References**

None

### **This Policy is Referenced by**

None

### **Forms**

None

## **POLICY HISTORY**

Original Approval Date: March 13, 2007

Last Review Date: September 13<sup>th</sup>, 2018

Review by Date: October 2020