

Final Recommendations Report

Summary

PSLPR Committee picked ITC service as one of the programs it wanted to review for the 2014-2015 year. We commenced the review in September along with the support of the VP Finance's office and his team. The review was thorough as the committee engaged in some intense discussions about the service and its value to students on campus. Underneath are the committee's final recommendations that should be implemented to improve the service and the number of students it benefits.

Something to note: All these recommendations would be effective 2015-2016 year.

Recommendations

1. Service expansion:

The committee recommends that Income Tax Clinic is held at the King's, Brescia, Faculty of Education and Faculty of Law campuses/buildings. This is because these students are often unable or unavailable to come to main campus to take advantage of the tax filing service. The committee recommends that the service is provided at these campuses for **one day each** along with the weeklong service held on main campus. In addition, the committee recommends that VP Finance and ITC Coordinator take on a **pilot project** to hold the clinic at a main campus first year residence for **one day** to provide the same opportunity and convenience to first year students. The thought behind this is the fact that many students work throughout the school year and are often unaware of how to file taxes and can lose out on their tax rebate. By holding a tax clinic at a residence, it provides first years with an additional opportunity to file taxes if they forget to bring their paperwork along. Lastly, the service expansion results in more volunteering opportunities for students on campus.

2. Marketing and Partnerships

The committee recognizes that marketing is one of the biggest challenges for the clinic. Marketing and specialized promotions would help this clinic be more popular and used to its maximum potential. A key recommendation we came up with is publicity promos prior to Reading Week reminding students that tax season is coming up and asking them to bring their required documents back to London with them to take advantage of the free tax clinic. In addition, the applications for executive team and volunteers should be promoted through faculty/affiliate/residence councils in addition to contacting professors. The VP Finance and ITC Coordinator are encouraged to work with Housing, BUCSC, KUCSC, Faculty of Education and Law Councils to promote the expansion of the service and to discuss logistics. In addition, more collaboration with faculty councils to promote applications and the clinic itself will benefit more students.

3. Training:

Lastly, the service requires more and specialized training in order to ensure that the service meets its mandate and provides error-free filing of taxes for students. This will happen through requiring volunteers to identify and correct sample tax returns, making the webinar mandatory, reviewing key concepts closer to the ITC date and especially ensuring that