



USC CLUBS SUMMIT FEEDBACK REPORT

This report is a summary of input generated at the Clubs Summit with the goal of informing future policy and governance changes to the clubs system.



On Wednesday, January 26th, executives from each USC club were organized in small focus groups and questioned. Students who were unable to attend the Summit were provided with an avenue for submitting feedback electronically.

In efforts to improve University Students' Council (USC) operations and provide meaningful opportunities for students in the clubs system, the USC Clubs Summit was held. The event's purpose was to garner feedback from leaders in the clubs system – addressing questions around club-related functions and identifying both what's effective and what needs improvement.

1. WESTERN LINK

During the Clubs Summit, students expressed concerns regarding WesternLink's functionality. Though some did praise the straightforwardness of the website, many felt that there were issues that actively interfered with their operations. One consistent concern was the inability to create event drafts, or to edit event proposals once they had been submitted.

This often leads club leaders to submit inaccurate or non-finalized details for their event. Students also expressed a desire to specify whether events were on- or off-campus, as well as the ability to submit recurring events.

Moreover, some internet browser compatibility issues were raised – notably with Safari and Google Chrome. Those who could access the site mentioned the full list of members was not available and should be accessible to either all signing authorities of the club or to all of the executives. Furthermore, this list does not reach them early enough in September and does not actively or frequently update itself, creating more obstacles for reaching members. Thus, students had to contact USC staff in order to obtain a fully updated member list. Some club leaders said they were unable to access the full member list altogether. There are also reported discrepancies between the list of students who have paid the club for membership and the students whose names appear on the club list.

Other concerns regarding Western Link included wanting a calendar that shows all club events and more integration between the room-booking system and proposal submission. Students were unclear as to whether a room should be booked prior to event proposal submission or vice versa. They also felt the budget section of event proposals should include a template so that students understand what type of document is expected of them.

To submit further feedback, or to learn more about the clubs system, please contact the USC Communications Officer or Vice-President Student Events.



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2. CLUB POLICY

Students at the Clubs Summit emphasized that USC staff has been extremely helpful in navigating policy-related issues.

Regardless, an online handbook or FAQ resource should be available to help club leaders navigate what they can and cannot do in their positions. Similarly, they felt it would help if copies of relevant policies were on Western Link where the information was readily available.

A number of issues were raised concerning club policies on food. Students felt restricted having to go The Spoke or The Wave because they view it as too costly. Furthermore, it limited their ability to have cultural foods and would prefer to be allowed to bring in authentic cuisine from a local business than to have The Wave attempt to create what they wanted. The topic of dietary restrictions was also brought up, with some having restrictions that the Wave may not be able to effectively follow. Additionally, students felt that even when they wanted to get outside food approved the process wasn't smooth and overlapped confusingly with Hospitality Services.

Some other policies were also identified as unclear. Students weren't sure if awareness-based clubs were allowed to fundraise, either for their club or for a charity. Additionally, they felt that applying to allow sponsors took too long. Other notes included a desire to reduce minimum numbers of attendees required at events, having more signing authority for executives, reviewing new voting policies and allowing student study sessions.

3. USC CLUBS SYSTEM

STAFF SUPPORT

As a whole, students attending the Clubs Summit found USC staff easy to reach and responsive with both calls and emails. This is a noted improvement from previous experiences dealing with the USC.

However, there were requests that club staff post some kind of notice when on leave.

Though communication was strong with staff, students found it was difficult at times to make contact with USC coordinators and Associate Vice-Presidents.

CLUBS WEEK

This year, students felt clubs week ran smoothly and were impressed by the logistics. There were concerns surrounding setup of the space, with students believing there needed to be more chairs for booth hosts and measures should be taken to ensure clubs don't have large displays blocking the visibility of other groups. As well, leaders felt there should be long-term options for club recruitment.

There were also timing issues in regards to training, since students weren't necessarily adequately trained before speaking about what their club was and what it could do. The emailing lists that result from clubs week also needed to be available more quickly. Additionally, payment was an issue for some who feel that debit should be allowed for student convenience. Similarly, online payment should be made clearer and be a simpler process.

CLUB APPRECIATION

Feedback regarding club appreciation programs were mixed. Some felt club appreciation galas are unnecessary. Moreover, others felt awards like a "club of the month" or "week" would be more appropriate than events.

CLUBS TRAINING

The Clubs Summit attendees were fond of the online video format implemented during this year's clubs training. Some felt certain information was lacking – specifically with event proposal submission, room booking, budget formatting and the responsibilities of club vice-president finance positions.

Another suggestion was a summary sheet detailing information in the training videos for quick-reference later in the term.

Students who were new to being a club executive also felt there should be at least some in-person training option for those willing to take it. Finally, many students requested that training be offered earlier in the year.

RESERVING SPACE ON CAMPUS

Club leaders explained there were issues when it came to booking space on campus. The atrium was especially difficult when booking due to the high volume of reservation requests. Additionally, when students were able to secure spaces many of them didn't allow food to be present which was equally restricting. Booking rooms was also a note of contention due to the fact students had to turn to different resources for booking different types of rooms (e.g. classroom vs. conference room). Ideally, clubs felt that there should be one spot for all room booking. This spot, in its online form, should also be integrated with the event-proposal system for simplicity and clarity.

4. ADDITIONAL CONCERNS

There were a number of miscellaneous topics expressed by the attendees of the event. First, some felt adequate reasoning for rejected event proposals is not given enough, expressing that it would be helpful for them to understand the rejection in order to avoid similar problems moving forward. Other statements surrounded reimbursements, with some students having issues getting reimbursed for expenses because they had missed deadlines.