



AGENDA REPORT TO BOARD OF DIRECTORS

MEETING DATE: Jan. 26 2018

Item:	COO Updates
Presenters:	Jeff Armour, COO
Purpose of Report:	For Information

Recommendation:

The Board of Directors receives this report for information.

Background:

The Chief Operating Officer is the sole employee of the Board of Directors, and it is the Board's responsibility to "supervise the management of the affairs of the corporation." A report from the Chief Operating Officer will be provided at each meeting, and is one tool to assist you with that responsibility. Please note that members of the Board have access to the Chief Operating Officer in between meetings, and are welcome to ask questions, seek clarification, and engage with that role as needed.

Chief Operating Officer:

1. Corporate Oversight of Financial and Human Resource Investments
2. Team Development with and Dynamic Management of Leadership Team
3. Strategy and Policy Work
4. Mentoring and Advisory Capacity
5. COO projects/initiatives

Highlights:

Minimum Wage

We have applied a multi- faceted approach to this issue. Not just adjusting costs where applicable but also examining providers for the best cost of goods and then also looking for efficiencies in service delivery. The USC has attempted and succeeded (providing budget approvals happen) in not sacrificing student services to make our financial constraints go away. This process is one that will likely take 2 years to run it's full course as we examine effects, plan for the next increase next year and monitor satisfaction levels with the service delivery.

Budget - The Budget Working Group of Tobi, Erin, Vicki and myself have worked very efficiently with a great timeline and process that began in October last year. Erin and Vicki have done a lot of the heavy lifting and really should be applauded for bringing it all together. The process been streamlined with complete transparency for those involved. The minimum wage challenge was faced by examining and consulting with external advisors, detailed budget planning and creative action items as I mentioned above.

PA's for Org - I have begun to do PA's for the SMT and directing them based on my PA provided last month and needs of the organization. Professional Development conversations will begin in February to build out plans to achieve success in driving the organization forward based on the strategic areas of focus AND focusing on stewarding the student dollar to the best of our ability. Lots has been achieved for the organization in the last year and this also gives me a chance to acknowledge the achievements and the change which has been embraced by everyone to make a better USC. Everyone in the USC will be receiving a PA as well not just SMT.

New Hires - We have replaced our vacancy in IT and Matt has started last week. Tobi and I met with him and Matt has a great academic background but also spent time being a teacher which is a great skillset to have for our environment of experiential learning.

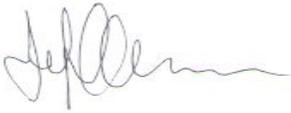
Clubs Support Staffing Change - due to a maternity leave we have the opportunity to backfill and explore an enhanced support to the Clubs area. This required a lot of planning and communicating to staff and the union but ultimately we have landed on a result that should make it easier and faster for clubs to plan their events with less "purple tape". This is an area that Vicki oversees and she has been focused on this for a while to keep our largest student engagement area healthy and positive. Well done!

Knowledge Management Beginnings - in early February we will have a staff member come online to start to build out the knowledge management function for the USC. The expected result here is to have process for information access as well as a way to capture the massive amount of data inputs created yearly by executive and in fact USC wide activities.

Informal Working Groups - work on establishing and formalizing working groups for many of the major USC functions has begun and for the existing working groups we will create Terms of Reference and membership as well as outputs for each. These efforts will not only make the USC more effective and aware of activities ongoing but also insulates us a little from a short term absence in a key position within those functions.

Maximizing Revenue Streams - one of the areas we are examining closely is ensuring we are maximizing our space revenue possibilities and also trying to use the "off season" to make as much revenue off of non student opportunities to help mitigate increases to the fees for students. Weddings in the Wave, Mustang lounge events in downtimes (conferences, events or partnering with Western), third party advertisers who will rent wall space etc. These enquiries and efforts are underway and we hope to see a way forward soon.

Attachments:

COO Review:	Jeff Armour	
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