

# Supporting Our Constituencies

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Faculty, Affiliate, and Residence Operating Handbook



2008-2009  
University Students' Council



## INTRODUCTION FROM THE USC PRESIDENT

Dear Constituency Leaders,

It is my great pleasure to release this operating manual to the selfless leaders who offer their time, energy and resources to the residence, faculty and affiliated colleges which they work to improve. The University Students' Council is an organization focused on the enablement and development of student leadership on campus. As we continue our efforts to empower those who support our mission, the USC must provide concrete resources and supports to facilitate our student leadership to seek out the advice, supports and assistance that our organization ought to provide.

For a better program, improved event or memorable experience, this manual will be fundamentally key to the success and sustainability of the constituency councils of the University Students' Council's. It will continue to be the goal of this administration to better resource our student leaders with the tools to execute the imagination into reality.

It is the heartfelt intention of our management, staff, volunteers and your executive team to serve you in a manner that provides optimum support and confidence over the remainder of the term. Let this manual be your guide to success through your year as a constituency leader.

Wishing you achievement in your endeavours,

A handwritten signature in cursive script that reads 'Stephen'.

Stephen F. Lecce

President 2008-2009  
University Students' Council



## EXECUTIVE SUMMARY

For decades, there existed a lack of accessible information regarding the University Students' Council for Faculty, Affiliate, and Residence Council Presidents. Committed to the preparation of a "Constituents Operating Manual," the 2008-2009 USC has created a handbook tailored to constituency Council Presidents, designed to better enable Presidents to take advantage of the services provided by the USC. The manual would also set common expectations regarding the scope and support of the USC and the ways in which the USC can provide each constituency council assistance in everyday operations.

The handbook is divided into several broadly-defined sections, each remaining concise and relevant to each constituency. Council Presidents can find useful information about how to organize their councils financially and administratively. The USC can support each council with everyday governance, financial management, and overall leadership.

Each President will also be able to find assistance in moving forward relevant issues that require external decisions with advocacy and public affairs. This handbook will provide each constituency council with support on developing and researching policies, lobbying strategies, and creating strong media and public relations.

Running an event can be tough, but it shouldn't have to be. The USC can assist each council in the design, implementation, and promotion of successful programming that meets specific goals and adheres to all relevant USC policy. From the Student Life Department to Hype, the handbook can provide Presidents with the information they need on how to run a successful event.

In order to maximize the effectiveness of each constituency council, they will be encouraged to exercise a wide array of communication opportunities to learn the better practices of each council. The handbook will provide the support to each President in leveraging their opportunities for collaboration.

Presidents will no longer have to seek high and low for answers to their common questions; the next several pages will prepare them for any question or situation that can be easily solved. This handbook will not only provide the most up-to-date information, but every resource listed has been regarded in assisting Affiliate, Residence, and Faculty council in delivering the best student experience.



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## SECTION 1: FINANCE AND LEGISLATIVE SERVICES

### 1.1 Finance Management Support

Managing financial resources effectively will allow you to accomplish your goals, while ensuring that students' money is spent wisely and to the greatest effect. The USC can support you in many ways.

#### *1.11 Member Council Finance and Budget Training*

Each year the USC provides training for member councils to support them in managing finances. This year the training is tentatively booked for September 24<sup>th</sup> and October 1<sup>st</sup>. Beyond finance training, Matt Kington will be available for open consultation sessions from Monday October 6<sup>th</sup> – Monday October 13<sup>th</sup>, and is always here for questions if you need assistance outside of the formal training.

For any questions, please contact:

Matt Kington, VP Finance, [usc.finance@uwo.ca](mailto:usc.finance@uwo.ca), ext. 82612

#### *1.12 USC Finance Office*

Depending on your council's financial arrangements, you may use the USC as its 'banker.' If so, the USC Finance Office will provide you with a myriad of services – access to financial statements, deposits, cheque processing, purchase orders, assistance with budget development, and cash floats for making change at events. For more information on our services, please visit us online [www.usc.uwo.ca/page.asp?id=70](http://www.usc.uwo.ca/page.asp?id=70) or in person at the USC Main Office.

For any questions, please contact:

Carrie Passi, Controller, [cpassi@uwo.ca](mailto:cpassi@uwo.ca), ext. 82606

#### *1.13 Managing Risk and Liability*

The USC employs a full-time General Counsel, Controller, and Human Resources Manager; they are charged with managing and reducing the USC's exposure to liability –in the realm of financial, legal risk, and employee matters. If you have any concerns that arise, they can direct you to resources if necessary.

For any questions, please contact:

Legal – Kendell Wilde, General Counsel, [kwilde2@uwo.ca](mailto:kwilde2@uwo.ca)

Financial – Carrie Passi, Controller, [cpassi@uwo.ca](mailto:cpassi@uwo.ca), ext. 82606

Human Resources (including volunteers) – Maegan East, Human Resources, [usc.hr@uwo.ca](mailto:usc.hr@uwo.ca), ext. 82608

Events – Mark Wellington, Manager Student Life, [mwellington@uwo.ca](mailto:mwellington@uwo.ca), ext. 84110

### 1.2 Legislative Services

Running effective meetings and ensuring that decision making is fair and transparent are the mark of a productive and inclusive governance body. The USC can support you in several ways.

#### *1.21 Records Management*

The USC has a records management system in place, managed by the Front Office. If you need advice to help improve records management for your council, which includes minutes, retaining important documents, managing confidential information, and posting documents publically, we're here to help

For advice, please contact:

Pat Weiler, Executive Assistant, [patweil@uwo.ca](mailto:patweil@uwo.ca), ext. 82603



### **1.22 Roberts Rules Training**

Roberts Rules can be intimidating for newcomers to governance, but they can be a powerful tool to ensure meetings are fair and efficient. The Speaker of the USC Council would be happy to provide training for your council, and be a resource to your Speaker.

For advice, please contact:

Kyle Ruttan, Speaker of Council, [speaker@uwo.ca](mailto:speaker@uwo.ca)

### **1.23 Policies, Procedures, By-laws Legal Advice**

Policies, procedures, and by-laws are very important documents to maintain. The USC has a full-time General Counsel on staff that can advise you on any changes or issues related to your procedural documents, and any other legal issues that arise from governance.

For advice, please contact:

Kendell Wilde, General Counsel, [kwilde2@uwo.ca](mailto:kwilde2@uwo.ca)

## **1.3 Information Technology Support**

The USC IT Department exists to enable effective, responsive communication through the application of technology. They can act as a general resource for your council in several areas.

### **1.31 Websites**

The IT department can provide advice in the creation of a website that meets the needs of your council.

### **1.32 Mailing lists**

If you need assistance in setting up mailing lists, or in creating anonymous e-mail addresses that can be redirected to your actual e-mail account, the department can help.

### **1.33 Promotion tools**

If you are doing promotion on campus and require a loaner notebook or presenter on a short term basis the department can usually supply on. They can also provide technical assistance with LCD TV projectors that are available through USC reservations.

For assistance in any of the above areas, please contact:

Geoff Pimlatt, IT Manager, [gapimlat@uwo.ca](mailto:gapimlat@uwo.ca)

## **1.4 Leadership Development Support**

The Student Life department has leadership development resources – sessions, workshops, and literature – that can be accessed by your council. We can also share best practices regarding peer recognitions and awards.

For assistance, please contact:

Rich Caccamo, VP Student Events, [usc.student.events@uwo.ca](mailto:usc.student.events@uwo.ca)

Alternatively, Mark Wellington, Student Life Manager, [mwellington@uwo.ca](mailto:mwellington@uwo.ca)

## **1.5 Direct Funding to Support Initiatives**

### **1.51 Member Council Initiative Fund**

The purpose of the fund shall be to enhance the ability of constituency Councils to provide programming, service and opportunities outside the regular scope of their financial capacity, that enhance the undergraduate experience of students.

### **1.52 Green Fund**

The purpose of this fund shall be to provide faculties, affiliates and residence councils and USC



ratified Clubs funding earmarked towards environmentally sustainable initiatives and projects that enhance the quality of life for undergraduate students.

For assistance, please contact:

Matt Kington, VP Finance, [usc.finance@uwo.ca](mailto:usc.finance@uwo.ca), ext. 82612

Note: As of Press time, these funds are in the process of being implemented but are not yet available. Please stay tuned at Council.

## SECTION 2: ADVOCACY AND COMMUNICATIONS

*If you plan on holding an event, please always review our policies, procedures, and terms of reference at the front desk or online.*

### 2.1 Policy Development and Research

The USC has a full-time Policy Analyst, Scott Courtice, on staff. He conducts research, analyzes government programs and announcements, writes position papers, and helps to develop policy options that can be advocated to governments or the university.

Though he works closely with members of the Executive, his expertise is also available to constituent council presidents and councillors.

For assistance, please contact:

Scott Courtice, Policy Analyst, [scourti@uwo.ca](mailto:scourti@uwo.ca), ext. 82642

### 2.2 Issues Advocacy

The USC advocates for student interests at the university, the municipality, the province, and the federal government. The Vice-President University Affairs is the best starting point for any support you may require in advancing educational issues that are important to your constituency, and the Vice-President Campus Issues is your best resource for social and cultural issues.

For assistance, please contact:

Jacqueline Cole, VP University Affairs, [uscvpua@uwo.ca](mailto:uscvpua@uwo.ca), ext. 82614

Care Eng, VP Campus Issues, [usc.campus.issues@uwo.ca](mailto:usc.campus.issues@uwo.ca), ext. 82617

### 2.3 Training and Strategic Advice

Lobbying for change is not rocket science, but it's also not easy. The USC Policy Analyst has extensive experience in this area, and is available to advise you on strategy and tactics. He can also provide training for yourself or your council on lobbying, effective writing, research, and policy development.

For assistance, please contact:

Scott Courtice, Policy Analyst, [scourti@uwo.ca](mailto:scourti@uwo.ca), ext. 82642

### 2.4 Media and Public Relations

The USC Communications Officer can help you write media releases, coach you on effective techniques when working with the media, and generally help position the efforts and issues of your constituency in a positive light.

For assistance, please contact:

Rachel Halpern, Communications Officer, [usc.commun@uwo.ca](mailto:usc.commun@uwo.ca), ext. 82618

### 2.5 USC Council/Board Minutes, Central Files, and Archive

The USC front office is an invaluable resource when you need USC Council and Board Minutes, or have any questions regarding advancing legislative issues at the USC. They also maintain the USC Central Files and Archive, which is a database of past correspondence and reports.



For assistance, please contact:  
Andrea Klooster, General Office Assistant, [akloost5@uwo.ca](mailto:akloost5@uwo.ca), ext. 82616

## 2.6 Other Resources to Support Advocacy

### 2.61 Student Senators and Governors

The senate is responsible for academic matters and the board of governors is responsible for university finances. Elected students sit on both bodies, and can help advance initiatives requiring senate or board approval on your behalf.

For more information, please contact:  
Jacqueline Cole, VP University Affairs, [uscvpua@uwo.ca](mailto:uscvpua@uwo.ca), ext. 82614

### 2.62 External Advocacy Groups – Ontario Undergraduate Student Alliance (OUSA) and Canadian Alliance of Student Associations (CASA)

The USC belongs to provincial (OUSA) and federal (CASA) lobby organization to help advance student issues at government. If you have any questions or issues that require external lobbying, you can contact the VP University Affairs for assistance in engaging OUSA and CASA.

For more information, please contact:  
Jacqueline Cole, VP University Affairs, [uscvpua@uwo.ca](mailto:uscvpua@uwo.ca), ext. 82614  
Visit: [www.ousa.ca](http://www.ousa.ca), or [www.casa.ca](http://www.casa.ca)

## SECTION 3: PROGRAMMING DESIGN, DEVELOPMENT, AND IMPLEMENTATION

### 3.1 Student Life Department

The department is dedicated to offering programs, services, opportunities, and support that empower students, and your council, to actively engage in positive personal and social development. The department can help you develop and execute programming that meets the unique needs of your constituency.

#### 3.11 Event Approval Process

Prior to any event held on-campus or off-campus, you are required to submit an *event proposal* form to the Student Life dept. This will ensure insurance coverage, safety of the event and safety of all the patrons. It may seem unnecessary for small, simple events such as a lunch gathering at a restaurant downtown; however, it is necessary.

The Student Life dept asks for the proposals to be submitted 21 days prior to an event, and at minimum, 15 days.

Often times you will not have all the answers for the proposal, but Mark and his Student Life team will check-in to ensure all their questions are answered and the event is ready to go. Their presence and this process is to ensure that you, and your teams, can hold the best events possible.

Currently, event proposals are available online. To view the current forms, please visit [www.usc.uwo.ca/page.asp?id=33](http://www.usc.uwo.ca/page.asp?id=33) [visit [www.usc.uwo.ca](http://www.usc.uwo.ca), under the Student Life tab there is the option for “planning an event?” click this and you will see two options – dry events and wet events. Both links will lead you to the online proposal forms].

#### 3.12 Staff Resources

##### Mark Wellington, Manager, Student Life

Provide concept development support when you are organizing awareness weeks, orientation events, entertainment events, speaking engagements, and fundraisers. In other works, he'll provide ideas and advice to make your event a success.



Assist you in liaising with the university about events or activities requiring their approval.  
Negotiates directly with agents for performers on your behalf.  
Resource regarding performers, entertainment equipment and event logistics.

Carry out risk management and HARM reduction analysis.  
To contact Mark: [mwelling@uwo.ca](mailto:mwelling@uwo.ca), ext. 84110

### **Sara De Candido, Student Life Programmer**

First point of contact to book space in Spoke Lounge, and provides event planning and logistical support for events in the Spoke Lounge.  
Provide expert knowledge on Lottery licensing (raffles), fundraising events and securing sponsorship when required.  
Assist with marketing and advertising plans to increase event awareness and attendance.  
To contact Sara: [sdecandi@uwo.ca](mailto:sdecandi@uwo.ca), ext. 83464

### **Tim Ambrose, Student Organization Advisor (Service faculty and second entry program affiliate organizations.)**

Provide event management and harm reduction support  
Ensure planned events adhere to both Campus Alcohol Policy (CAP) and Dry On-Off Campus Programming Policy (DOC)  
To contact Tim: [tambros@uwo.ca](mailto:tambros@uwo.ca), ext. 83094

## **3.2 Reserving Space in the UCC and Concrete Beach**

The reservations office coordinates the use of space in the University Community Centre (UCC). The Atrium, CentreSpot, Concrete Beach, and the Retail Concourse are used for displays of information and merchandise by students, staff and outside businesses.

The Reservations Office is also responsible for co-ordinating furnishings, cleanup of the conference rooms, and rental of A/V equipment and furnishings from Entertainment Productions.

To book the Spoke Lounge, contact Sara De Candido at [sdecandi@uwo.ca](mailto:sdecandi@uwo.ca); To book the Wave, please contact Jeff Armour, [jarmour@uwo.ca](mailto:jarmour@uwo.ca).

To book the McKellar Room/Western Film for a movie showing or group booking for Western Film, contact James Waite, Coordinator, Western Film ([jwaite@uwo.ca](mailto:jwaite@uwo.ca)).

To contact:

In person: Sue McKone, Room 301 in the UCC, open Monday – Friday 8:00AM – 5:00PM.

Phone or e-mail: [uscresrv@uwo.ca](mailto:uscresrv@uwo.ca), ext. 82635

For more information: [www.usc.uwo.ca/reservations/conditions.htm](http://www.usc.uwo.ca/reservations/conditions.htm)

## **3.3 Promotions - HYPE**

One great asset to the USC is the HYPE promotions team. The HYPE team can assist you with the promotions of your events and programming. You will need to submit a promotions plan, which can be obtained by e-mailing [usc.promotions@uwo.ca](mailto:usc.promotions@uwo.ca). Submitting your proposal early in the year will ensure that the team will be able to promote your event.

Their promotions team offers three degrees of promotion:

### **LOUD**

- E-Marketing
- Team email blasts
- HYPE it forward (modeled after ‘Pay-it-Forward’, should a member of the HYPE team tell a friend, companion or enemy about an event, activity or occurrence, said individual is expected to tell a minimum of one other person, and hence ‘Hype-it-forward’)
- Facebook Campaign



- Blog/Calendar post on HYPE Website
- Posters

#### **LOUDER**

- LOUD promotions
- HYPE BLOX displays (a collection of eight black and pink 'blocks' which will be distributed around campus with event information situation on them, and a 'treat.' Passers-by are able to grab a flyer and a treat and learn about an event)
- Team mingling
- Self-interactive displays
- Flyer distribution

#### **LOUDEST**

- LOUDER promotions
- Full team displays
- Promotions with booths
- Activities
- Giveaways

For clarification on any of these, please email the HYPE coordinator, Pat Duncan ([usc.promotions@uwo.ca](mailto:usc.promotions@uwo.ca)).

## **SECTION 4: COLLABORATION AND SHARING BEST PRACTICES**

### **4.1 Council**

Beyond its governance function, Council meetings are important opportunities to share what your council is up to, hear updates from others, and also to ask questions and receive information. This can be done during the 'members' announcements' and 'questions and comments from the Western community' agenda items.

### **4.2 Collaborative Committees**

There are many opportunities for your council to collaborate, share best practices, and coordinate initiatives with other constituencies and the USC. Take advantage of them.

#### ***4.21 Academic Priorities Committee***

This committee acts as a forum for discussion of issues concerning academic representatives of undergraduate students. It also serves as a coordinating body in the creation of academic programming efforts.

The committee consists of:

- USC: VPUA, Commissioner at Large, Internal and External Affairs Coordinators
- One elected senator and governor
- All faculty council representatives (VP Academic)
- All residence academic representatives (Academic Commissioners, Programmers, ex-officio)

Contact the USC VP University Affairs for more information.  
Jacqueline Cole, [uscvpua@uwo.ca](mailto:uscvpua@uwo.ca), ext. 82614

#### ***4.22 Priorities and Planning Committee***

The goal of the Priorities and Planning Committee is to ensure the needs of students are being effectively addressed at all levels of governance, with a focus on financial aid, academics, and student life.



The committee consists of:

- USC: President (non-voting), VP UA, Internal and External Affairs Coordinators
- Two elected student senators, One elected student governor, and one constituent council president.

Contact the USC VP University Affairs for more information.

Jacqueline Cole, [uscvpua@uwo.ca](mailto:uscvpua@uwo.ca), ext. 82614

#### ***4.23 Campus Issues Coordinating Committee***

The goal of this committee is to coordinate issue-based programming across campus and to share resources.

The committee consists of:

- USC: VPCI, all commissions in CI Portfolio, Student Life Manager and Programmer
- All Vice-President Campus Issues (or equivalent position) from each affiliate council
- 2 councillors from faculties
- Assistant Director of Residences – Residence Education and Program

Contact the USC VP Campus Issues for more information.

Cara Eng, [usc.campus.issues@uwo.ca](mailto:usc.campus.issues@uwo.ca). Ext. 82617

#### ***4.24 Communications Coordinating Committee***

The goal of this committee is to coordinate activities and share promotional resources of the USC with all constituent councils.

This committee consists of:

- USC: Communications Officer and Commissioner-at-Large
- 1 representative from each residence, faculty, and affiliate council.

Contact the USC Communications Officer for more information.

Rachel Halpern, [usc.commun@uwo.ca](mailto:usc.commun@uwo.ca), ext. 82618

#### ***4.25 Constituent Programming Alliance***

The goal of this committee is to discuss and share resources for effective student programming, and to minimize overlaps or conflicts in programming.

The committee consists of:

- USC: Vice-President Student Events, Student Life Manager and Programmer
- All student programmers from all constituencies

Contact the USC Vice-President Student Events for more information.

Rich Caccamo, [usc.student.events@uwo.ca](mailto:usc.student.events@uwo.ca), ext. 82611

#### ***4.26 Presidential Liaison Committee (Presidents' Roundtable)***

This committee exists to act as a forum to discuss issues concerning student presidents.

The committee consists of:

- USC: President, and Presidential Liaison Commissioner
- Presidents of all constituent councils

Contact the USC President for more information.

Stephen Lecce, [usc.president@uwo.ca](mailto:usc.president@uwo.ca), ext. 82607



#### **4.27 First Year Students' Caucus**

This committee acts as a forum to discuss issues unique to first-year students.

The committee consists of:

- USC: President, First Year Students' Commissioner, and Presidential Liaison Commissioner
- 1 first-year off campus students
- 1 first-year student elected from each residence, faculty, and affiliate.

Contact the USC President for more information.

Stephen Lecce, [usc.president@uwo.ca](mailto:usc.president@uwo.ca), ext. 82607

#### **4.28 Student Services Committee (SSC)**

The goal of this committee is to ensure university services supported by student ancillary fees are delivering continued value to students. The committee also makes recommendations to the Board of Governors regarding ancillary fee levels. All voting members of the committee are students.

The committee consists of:

- USC: President (Chair) and VPUA
- Two undergraduate students appointed by the USC President
- SOGS: President, VP Student Services
- MBAA: President
- UWO administration reps (non-voting)

#### **4.29 Affiliate Caucus on Student Issues**

The goal of this committee is to provide a forum for affiliate councils and the USC to discuss common issues, and develop shared solutions.

The committee consists of:

- Constituent Presidents
- USC: President

### **4.3 USC Communications Officer**

The Communications Officer is responsible for overseeing an effective communications and promotions program for the USC. She would be happy to advise your council on your communications and promotions needs.

Contact the USC Communications Officer for more information.

Rachel Halpern, [usc.commun@uwo.ca](mailto:usc.commun@uwo.ca), ext. 82618

## **SECTION 5: MANAGEMENT SUPPORTING STUDENT INITIATIVES**

### **5.1 Finance Department**

The USC's Finance Department is committed to ensuring that timely, accurate and complete financial services and information are provided in an equitable manner, while maintaining the highest level of confidence. The Finance Department will be instrumental in safeguarding the financial assets of the USC and in ensuring that financial resources are managed in accordance with the goals and objectives of the organization. enable effective, responsive communication through the application of technology. We facilitate workflow automation and information exchange, using technical solutions to provide better, more convenient ways for staff to deliver USC services.



### **5.11 Working with Clubs and Faculty Councils**

The Finance Department strives to improve the creation and process of developing budgets for large events. The Controller works with any club that lacks sufficient funds for an event to create and execute an effective budget.

We assist club executives in accessing their funds for expense reimbursements, account maintenance, loan of cash boxes, cash floats and in creating successful events through cash management. Any questions that students have regarding the finance office can be directed to [usc.finance.office@uwo.ca](mailto:usc.finance.office@uwo.ca).

Finance is also on the web now! Check out their link from the main USC web page.

Finance created a brochure outlining key functions and services that are offered by the department. The brochure also provides examples of how to fill out the various forms that are required by the department.

### **5.12 Clubs Week**

Finance office is open extended hours during Clubs Week in an effort to reduce the line ups and to ensure that we are here to meet the needs of students.

### **5.13 Orientation Week**

The Finance office is open during move in weekend to ensure that money collected during the two days is done in a safe and effective manner.

Finance office provides services for Shinerama and Terry Fox throughout a week as well. Finance provides numerous floats and ensures that all deposits are verified and placed into the correct accounts.

## **5.2 Human Resources Department**

Since the inception of the Human Resources Department at the USC it has been mainly focused on the conditions surrounding the employment relationship between the USC and its Employees. There are approximately 500 staff working for the USC throughout the course of an academic year. The main area in which the Human Resources Department influences Student Engagement is in the area of Student Employment opportunities. There are approximately 400 part-time student employees working at a USC Operation.

### **5.21 Student Employment**

All Operations at the USC have a mandate to hire qualified UWO students to fill all vacant part-time positions. These Student Employment Opportunities allow students the flexibility to work on campus for an Employer who is cognizant of the stresses, obligations and opportunities associated with being a UWO student. Flexible scheduling, competitive wages, supervisory experience, and the opportunity to meet a large number of fellow students across many different faculties are some of the benefits associated with working at the USC. The benefits associated with employment at a USC Operation allow students to further engage in their University experience. In addition, the USC offers such a wide variety of Employment Opportunities at such a diverse number of Operations, we are able to offer relevant training and on-the-job experiences that will assist our current Employees in their future job searches.

## **5.3 USC Building Services**

USC Building Services contributes to Student Engagement by supporting students and student groups in a multitude of activities and initiatives. A brief summary follows:

### **5.31 Reservations**

- Provides facilities and services – rooms, furnishings, equipment

*To enhance the educational experience and quality of life for all undergraduates  
at The University of Western Ontario*



- Provides planning advice and guidance
- Ensures that all USC/UWO policies are adhered to, thus creating and maintaining a “level playing field for all”
- In 2007/08, Reservations managed 5,816 individual bookings, of which 3,708 (64%) were from students and student groups
- In addition, Reservations provides space and support for a wide range of services that are of interest and value to students; these includes employment and academic recruiters, trainers, UWO organizations and volunteer and charitable agencies
- Finally, Reservations manages a large itinerant vendor programme within and about the UCC which provides not only products and services to students in a convenient on-campus location, but generates significant revenue which is turned back to support the USC as a whole

### **5.32 Technical Services**

- Provides audio-visual, construction and “handyman” services to student groups
- Maintains audio-visual equipment in top condition so that it is available for use by student groups for presentations, social events, meetings etc.
- Built the Haunted House that has proved to be a very popular and successful fundraising tool
- Supports Homecoming by assisting participants with the construction of Floats
- Designed and constructed numerous sets for the highly-successful Charity Ball
- Has created innovative lighting, audio and set designs for multiple events in multiple venues, including the Wave, the Spoke, the McKellar Room, the Atrium and off-campus

### **5.33 InfoSource**

- Administers the Student Bus Pass and Student Health Plan, both of which are vital services many students rely upon
- Sell Greyhound tickets from a convenient, on-campus location, thus ensuring that Greyhound buses pick-up and drop-off at several locations on campus
- Manages the Exam Shuttle, ensuring that students have a safe and reliable means of leaving campus at hours during the exam periods when LTC does not run
- Manages CBU – a portfolio of personal interest courses including Test Preparation, Sign Language and First Aid
- Arranges for transportation for student groups planning events off-campus
- Manages distribution of the Westernizer annually

### **5.34 Daycare**

Provides low-cost, on-campus drop-in daycare for students with children

### **5.35 Rentals**

Provides a convenient, on-campus location for a variety of services, including Travel Cuts, On-Campus Pharmacy, Desjardins Credit Union, Hairmasters, Island Ink Jet, The Chiropractic Clinic, Drycleaners, Desjardins Credit Union and ATM's

### **5.36 Facilities Management**

- Provides furnishings and lounges for studying, socializing and relaxation
- Recently installed the Study Carrels on the 3<sup>rd</sup> floor
- Liaises with UWO (particularly Physical Plant) to ensure that student initiatives can take place without fear of interference



## APPENDIX I: USC 'WHO'S, WHO?'

### Finance and Legislative Services

#### **Full-time Support Staff:**

Carrie Passi, Controller

- Manages the Finance Office, which provides financial services for USC Operations and ratified clubs.
- Helps Board and Council develop the USC Budget, and conduct the annual audit.
- You can contact Carrie for advice and support with your council's finances.
- Contact: [cpassi@uwo.ca](mailto:cpassi@uwo.ca), ext. 82606, or ask for her at the USC Front Office.

Kendell Wilde, General Counsel

- Provides legal advice and services on behalf of the USC, including risk management surrounding events.
- If facing a legal issue, you can contact Kendell. She will be able to refer you to legal services if necessary.
- Contact: [kwilde2@uwo.ca](mailto:kwilde2@uwo.ca), ext. 81526, or ask for her at the USC Front Office.

Maegan East, Human Resources Manager

- Provides Human Resources services for the USC, including health and safety, and employee/volunteer relations.
- If facing a Human Resources issue, you can contact Maegan. She will be able to refer you to Human Resources services if necessary.
- Contact: [usc.hr@uwo.ca](mailto:usc.hr@uwo.ca), ext. 82608, or ask for her at the USC Front Office.

Pat Weiler, Executive Assistant

- Manages the Front Office, which provides administrative and legislative services for the USC.
- You can contact Pat for assistance recovering Board and Council minutes, and other USC documents.
- Contact: [patweil@uwo.ca](mailto:patweil@uwo.ca), ext. 82603, or ask for her at the USC Front Office

#### **Board Executive Member:**

Matt Kington, Vice-President Finance

- Responsible for the supervision of the finances of the USC.
- You can contact Matt for advice and support with your council's finances.
- Contact: [usc.finance@uwo.ca](mailto:usc.finance@uwo.ca), ext. 82612

### Advocacy and Communications

#### **Full-time Support Staff:**

Scott Courtice, Policy Analyst

- Scott undertakes research and policy analysis on behalf of the Executive, and also provides political advice and support. You can contact Scott for assistance regarding advancing lobby priorities.
- Contact: [scourti@uwo.ca](mailto:scourti@uwo.ca), ext. 82641, or ask for him at the USC Front Office.

#### **Executive Members:**

Stephen Lecce, President

- Stephen is the chief spokesperson for the USC, and plays a key role in advancing advocacy priorities. Though he represents students at all levels of government, he focuses primarily on lobbying the university administration.
- You can contact Stephen for assistance advancing priorities at Western and beyond.
- Contact: [usc.president@uwo.ca](mailto:usc.president@uwo.ca), ext. 82607



#### Jacqueline Cole, Vice-President University Affairs

- Jacqueline is the primary advocate for educational and quality of life issues at the municipality, provincial government, and federal government; she also works on advancing educational issues at Western, working closely with student Senators and Governors.
- She also is the chief representative to the Ontario Undergraduate Student Alliance (OUSA) and the Canadian Alliance of Student Associations (CASA.)
- You can contact Jacqueline for assistance advancing educational and quality of life issues.
- Contact: [uscvpua@uwo.ca](mailto:uscvpua@uwo.ca), ext. 82614

#### Cara Eng, Vice-President Campus Issues

- Cara keeps students informed of students' social and cultural issues, and acts as an advocate for all Western students, with a specific emphasis on those who are members of historically disadvantaged groups.
- You can contact Cara for assistance with a wide range of advocacy issues, particularly those of a social and cultural focus.
- Contact: [usc.campus.issues@uwo.ca](mailto:usc.campus.issues@uwo.ca), ext. 82617

#### Rachel Halpern, Communications Officer

- Rachel is responsible for overseeing an effective communications and promotions program for the USC.
- She would be happy to advise your council on your communications and promotions needs.
- Contact: [usc.commun@uwo.ca](mailto:usc.commun@uwo.ca), ext. 82618

### **Programming Design, Development, and Implementation**

#### **Full-time Support Staff:**

##### Mark Wellington, Manager, Student Life

- Mark provides concept development support when you are organizing awareness weeks, orientation events, entertainment events, speaking engagements, and fundraisers. In other words, he'll provide ideas and advice to make your event a success.
- Assists you in liaising with the university about events or activities requiring their approval.
- Negotiates directly with agents for performers on your behalf.
- Resource regarding performers, entertainment equipment and event logistics.
- Carry out risk management and HARM reduction analysis.
- To contact Mark: [mwelling@uwo.ca](mailto:mwelling@uwo.ca), ext. 84110

##### Sara De Candido, Student Life Program

- First point of contact to book space in Spoke Lounge, and provides event planning and logistical support for events in the Spoke Lounge.
- Provide expert knowledge on Lottery licensing (raffles), fundraising events and securing sponsorship when required.
- Assist with marketing and advertising plans to increase event awareness and attendance.
- To contact Sara: [sdecandi@uwo.ca](mailto:sdecandi@uwo.ca), ext. 83464

##### Tim Ambrose, Student Organizations Advisor

- Provide event management and harm reduction support
- Ensure planned events adhere to both Campus Alcohol Policy (CAP) and Dry On-Off Campus Programming Policy (DOC)
- To contact Tim: [tambros@uwo.ca](mailto:tambros@uwo.ca), ext. 83094

#### **Executive Member:**

##### Rich Caccamo, Vice-President Student Events

- Rich is responsible for overseeing the development of an effective student activity program, and for supporting students who wish to enhance the student experience.



- He can assist you with events and other student life programming.
- Contact: [usc.student.events@uwo.ca](mailto:usc.student.events@uwo.ca), ext. 82611

## APPENDIX II: FREQUENTLY ASKED QUESTIONS AND ANSWERS

Q. How do I prepare a budget for my council?

A. Member Council Finance and Budget Training (*page 4, section 1.11*)

Q. Can the USC assist in developing my council's website?

A. Information and Technology Support (*page 5, section 1.31*)

Q. How do I rent out equipment or get technical assistance for an event?

A. Promotional Tools (*page 5, section 1.33*)

Q. How do I contact the media about my event or write a media release?

A. Media and Public Relations (*page 6, section 2.4*)

Q. How do I get old council documents?

A. Central Files and Archive (*page 6, section 2.5*)

Q. What is a Senator or Governor and how can they help me?

A. Student Senators and Governors (*page 7, section 2.61*)

Q. Do I have to get my event approved by the USC?

A. Event Approval Process (*page 7, section 3.11*)

Q. Can I hold my event in the Spoke/Wave/Concrete Beach/Western Film/Council Chambers?

A. Reserving Space in the UCC (*page 8, section 3.2*)

Q. What is HYPE?

A. Hype is a promotional assistance team willing to assist you with your event. (*page 8, section 3.3*)

Q. Do I ever meet up with other council presidents to share ideas?

A. Yes! Presidential Liaison Committee (Presidents' Roundtable) (*page 10, section 4.26*)

Q. How do I get campus media to report on my event?

A. Media release... Rachel Halpern, Communications Officer

## APPENDIX III: COMMONLY-USED ACRONYMS AT THE USC AND WESTERN

**AOC** – Advertising Oversight Committee

**AUCC** – Association of Universities and Colleges Canada

**BOD** – Board of Directors

**BOG** – Board of Governors

**CASA** – Canadian Alliance of Student Associations

**CAUT** – Canadian Association of University Teachers

**CFS** – Canadian Federation of Students

**COU** – Council of Ontario Universities

**G10** – Group of 10 leading research institutions

**IA** – Intercollegiate Athletics

**IFC** – Interfraternity Council



**IRC** – Internal Review Committee  
**LEDC** – London Economic Development Corporation  
**MTCU** – Ministry of Training, Colleges, and Universities  
**NSSE** – National Survey of Student Experience  
**OCUFA** – Ontario Confederation of Faculty Associations  
**OGB** – Orientation Governance Board  
**OPC** – Orientation Programming Committee  
**OSAP** – Ontario Student Assistance Program  
**OSPG** – Orientation Strategic Planning Group  
**OUSA** – Ontario Undergraduate Student Alliance  
**CSLP** – Canadian Student Loan Program  
**P&F** – Property and Finance Committee  
**PVP** – Presidents and Vice Presidents  
**SCAPA** – Senate Committee on Academic Policy and Awards  
**SCUP** – Senate Committee on University Planning  
**SLB** – Stevenson-Lawson Building  
**SSC** – Student Services Committee  
**SOGS** – Society of Graduate Students  
**SRBA** – Senate Review Board Academic  
**SUUPR** – Senate Subcommittee on Undergraduate Program Review  
**TRAC** – Thompson Recreation and Athletic Centre  
**UWOFA** – University of Western Ontario Faculty Association  
**UWOSA** – University of Western Ontario Staff Association  
**WSRC** – Western Student Recreation Centre

## APPENDIX IV: USC DOCUMENTS

**All USC related documents, financials, strategies, standing policies, terms of references, and procedures may be found online at [www.usc.uwo.ca](http://www.usc.uwo.ca) under Government, “USC Documents.”**

### Board of Directors

- Board Reports
- Meeting Minutes

### Council

- Meeting Minutes
- Council Briefs

### CHRW

- CHRW By-Law #1

### By-Laws

- University Students' Council By-Laws
- Elections Procedures By-Laws
- External Political Representation

### Financial Documents

- USC Student Fees - 2007-08
- Financial Statement Highlights (year ending May 2007)
- Audited Financial Statements (year ending May 2007)
- Financial Statement Highlights (year ending May 2006)
- Audited Financial Statements (year ending May 2006)
- Audited Year End Financial Statement (year ending May 2005)
- Budget Executive Summary

### Strategic Plans

- Built To Lead / Executive Summary (2006)
- From Gauntlet to Stairway (2002)



#### Standing Policies

- Allocation of Advertising Revenue Obtained During Orientation Week
- Building Usage Policy
- Bus Pass Policy
- Campus Alcohol Policy (USC)
- Conflict of Interest Policy
- Dry Off-Campus Programming Policy (DOC)
- Executive Officer Accountability and Discipline Process
- Financial Statements Policy
- Gazette Advertising Policy
- General Corporate Policy
- General Purchasing Policy
- Honoraria Policy
- Internet Policy
- Policy Applicable to Councils Collecting Their Own Activity Fee Policy
- Poster Policy
- Travel Policy
- USC Community Standards Policy
- USC Councillor Attendance Policy
- USC Harassment and Discrimination Prevention Policy

#### Statement Policies

- Environmental Sustainability Policy
- Issues Policy
- Statement Policies

#### Terms of Reference

- Caucus Policy
- Commissioners and Coordinators
- Committees
- Clubs Staff
- Gazette Policy
- Homecoming Staff
- Orientation Staff Terms of Reference
- President, Vice-Presidents and Officers
- Pride Network
- WIN

#### USC Procedures

- Board of Directors Salaries Procedure
- Conference Policy
- Election and Hiring the Board of Directors
- Final Reports Procedure Policy
- Keys Policy For Clubs
- Members and Council Policy
- Uniform Purchases Policy
- Amendments
- Formatting By-Laws Policies and Procedures
- General Policy for the Use and Administration of the Accredited Group Grants Account
- General Policy for the Use and Administration of the Allocatable Funds Account
- General Policy for the Use and Administration of the Council Grants Account

#### Other Documents

- Acknowledgement And Assumption Of Risk
- Amendment Procedure
- Final Reports - Coordinators/Commissioners
- Formatting By-Laws Policies and Procedure
- Letters Patent of the University Students` Council



- Mission Statement of the University Students' Council
- Report of the Findings of the USC Campus-Wide Survey
- USC Internet Server Group Password Application
- USC's Rae Review Submission
- Western Code of Student Conduct
- WIN Constitution

\* The indicated document is going through an amendment process and will be updated shortly. Please be guided accordingly if referring to this policy. Any questions regarding the amendments should be directed to Kendell Wilde, USC General Counsel at [kwilde2@uwo.ca](mailto:kwilde2@uwo.ca)"

## APPENDIX V: USC STAFF AND BOARD CONTACT LIST

### Board of Directors

<a href="mailto:usc.president@uwo.ca">Lecce, Stephen (President)</a>	<a href="mailto:usc.president@uwo.ca">usc.president@uwo.ca</a>	x82603
<a href="mailto:usc.student.events@uwo.ca">Caccamo, Richard (VP Student Events)</a>	<a href="mailto:usc.student.events@uwo.ca">usc.student.events@uwo.ca</a>	x82611
<a href="mailto:usc.university.affairs@uwo.ca">Cole, Jacqueline (VP University Affairs)</a>	<a href="mailto:usc.university.affairs@uwo.ca">usc.university.affairs@uwo.ca</a>	x82614
<a href="mailto:ceng8@uwo.ca">Eng, Cara (VP Campus Issues)</a>	<a href="mailto:ceng8@uwo.ca">ceng8@uwo.ca</a>	x82617
<a href="mailto:usc.commun@uwo.ca">Halpern, Rachel (Communications Officer)</a>	<a href="mailto:usc.commun@uwo.ca">usc.commun@uwo.ca</a>	x82618
<a href="mailto:usc.finance@uwo.ca">Kington, Matthew (VP Finance)</a>	<a href="mailto:usc.finance@uwo.ca">usc.finance@uwo.ca</a>	x82612

### General Administration

<a href="mailto:usc.gm@uwo.ca">Clarke, Cathy (General Manager)</a>	<a href="mailto:usc.gm@uwo.ca">usc.gm@uwo.ca</a>	x82613
<a href="mailto:scourti@uwo.ca">Courtice, Scott (Policy Analyst)</a>	<a href="mailto:scourti@uwo.ca">scourti@uwo.ca</a>	x82641
<a href="mailto:maegan.east@uwo.ca">East, Maegan (Human Resources Manager)</a>	<a href="mailto:maegan.east@uwo.ca">maegan.east@uwo.ca</a>	x82608
<a href="mailto:akloost5@uwo.ca">Klooster, Andrea (General Office Assistant)</a>	<a href="mailto:akloost5@uwo.ca">akloost5@uwo.ca</a>	x82616
<a href="mailto:cpassi@uwo.ca">Passi, Carrie (Controller)</a>	<a href="mailto:cpassi@uwo.ca">cpassi@uwo.ca</a>	x82606
<a href="mailto:ksavino@uwo.ca">Savino, Karen (Receptionist)</a>	<a href="mailto:ksavino@uwo.ca">ksavino@uwo.ca</a>	x82650
<a href="mailto:sstefan@uwo.ca">Stefan, Sandra (General Office Assistant)</a>	<a href="mailto:sstefan@uwo.ca">sstefan@uwo.ca</a>	x82604
<a href="mailto:patweil@uwo.ca">Weiler, Pat (Executive Assistant)</a>	<a href="mailto:patweil@uwo.ca">patweil@uwo.ca</a>	x82603
<a href="mailto:kwilde2@uwo.ca">Wilde, Kendell (General Counsel)</a>	<a href="mailto:kwilde2@uwo.ca">kwilde2@uwo.ca</a>	x81526

### Finance

<a href="mailto:cpassi@uwo.ca">Passi, Carrie (Controller)</a>	<a href="mailto:cpassi@uwo.ca">cpassi@uwo.ca</a>	x82606
<a href="mailto:rkirk22@uwo.ca">Kirk, Robin (Accounting Assistant)</a>	<a href="mailto:rkirk22@uwo.ca">rkirk22@uwo.ca</a>	x82610
<a href="mailto:vmcauley@uwo.ca">Macauley, Vicki (Financial Analyst)</a>	<a href="mailto:vmcauley@uwo.ca">vmcauley@uwo.ca</a>	x83575
<a href="mailto:mmommers@uwo.ca">Mommersteeg, Maryann (Financial Assistant)</a>	<a href="mailto:mmommers@uwo.ca">mmommers@uwo.ca</a>	x82605
<a href="mailto:ksans@uwo.ca">Sans, Kristina (Coordinator Admin. - RSO)</a>	<a href="mailto:ksans@uwo.ca">ksans@uwo.ca</a>	x80392

### Bars and Restaurants - Spoke and Wave

<a href="mailto:jarmour@uwo.ca">Armour, Jeffrey (Manager, Food and Beverage)</a>	<a href="mailto:jarmour@uwo.ca">jarmour@uwo.ca</a>	x82196
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### 94.9 CHRW Radio & TV Western

<a href="mailto:chrwgm@uwo.ca">Stein, Grant (Manager, CHRW and TV Western)</a>	<a href="mailto:chrwgm@uwo.ca">chrwgm@uwo.ca</a>	x84905
<a href="mailto:mbrown86@uwo.ca">Brown, Michael (Production Director)</a>	<a href="mailto:mbrown86@uwo.ca">mbrown86@uwo.ca</a>	x84708
<a href="mailto:chrwmp@uwo.ca">Girowski, Alicks (Music and Promotions Director)</a>	<a href="mailto:chrwmp@uwo.ca">chrwmp@uwo.ca</a>	x83601
<a href="mailto:kmills@uwo.ca">Mills, Kim (Production Director TV Western)</a>	<a href="mailto:kmills@uwo.ca">kmills@uwo.ca</a>	x83570



<b>The Gazette</b>		
<a href="#">Amarnath, Ravi (Editor-in-chief)</a>	<a href="mailto:ramarna@uwo.ca">ramarna@uwo.ca</a>	x82630
<a href="#">Gamotin, Desiree (Deputy Editor)</a>	<a href="mailto:dgamoti@uwo.ca">dgamoti@uwo.ca</a>	x82629
<b>Gazette Advertising</b>		
<a href="#">McKay, Alex (Manager, Gazette Advertising)</a>	<a href="mailto:amckay@uwo.ca">amckay@uwo.ca</a>	x82619
<a href="#">Ritchie, Mark (Sales Representative)</a>	<a href="mailto:mritchie@uwo.ca">mritchie@uwo.ca</a>	x82628
<b>Student Life</b>		
<a href="#">Wellington, Mark (Manager, Student Life)</a>	<a href="mailto:mwelling@uwo.ca">mwelling@uwo.ca</a>	x84110
<a href="#">Ambrose, Tim (Student Organization Advisor)</a>	<a href="mailto:tambros@uwo.ca">tambros@uwo.ca</a>	x83094
<a href="#">De Candido, Sara (Student Life Programmer)</a>	<a href="mailto:sdecandi@uwo.ca">sdecandi@uwo.ca</a>	x83464
<a href="#">Wilcox, Nathan (Student Organization Advisor)</a>	<a href="mailto:nwilcox2@uwo.ca">nwilcox2@uwo.ca</a>	x83116
<a href="#">Waite, James (Western Film Coordinator)</a>	<a href="mailto:jwaite@uwo.ca">jwaite@uwo.ca</a>	x82666
<b>USC Building Services</b>		
<a href="#">Tomlinson, Paul (Manager, Building Services)</a>	<a href="mailto:ptomlins@uwo.ca">ptomlins@uwo.ca</a>	x85895
<a href="#">McKone, Susan (Reservations Coordinator)</a>	<a href="mailto:usc.reservations@uwo.ca">usc.reservations@uwo.ca</a>	x82635
<a href="#">Rensen, Andy (Technical Assistant)</a>	<a href="mailto:arsensen@uwo.ca">arsensen@uwo.ca</a>	x83511
<b>USC Promotions</b>		
<a href="#">Aggelopoulos, Valerie (Promotions Assistant)</a>	<a href="mailto:vmaggelo@uwo.ca">vmaggelo@uwo.ca</a>	x82501
<b>USC Systems Support</b>		
<a href="#">Pimlatt, Geoffrey (Manager, IT)</a>	<a href="mailto:gapimlat@uwo.ca">gapimlat@uwo.ca</a>	x85888