University Students' Council of the University of Western Ontario
USC STUDENT SERVICES

STATEMENT OF STANDARDS OF SERVICE

Effective: December 1, 2009   **Supercedes: None**

1.00   GENERAL

As an integral part of an Executive Officer's portfolio, a USC Student Service is given unique access to USC resources, and unique privileges as compared to other student-run organizations on campus. USC Student Services are subsequently held to a high standard. This Statement details the standards that a USC Student Service is expected to maintain.

Documents relevant to this Statement are:
-   USC Student Services: Governance Policy;
-   USC Student Services: Coordinator & Executive Selection Procedure; and,
-   USC Student Services: Service Creation & Removal Procedure.

These documents may further define terms in this Statement.

2.00   STANDARDS OF SERVICE

2.01   Quality of Service

(1)   All Services shall provide positive, inclusive programming.

(2)   Social Support Services that organize social event programming involving alcohol must seek to organize wet/dry event programming whenever feasible, and to balance wet event programming with comparable dry programming whenever wet/dry events are not feasible.

(3)   Where social support services are offered, professionals must be providing those services, and/or student leaders must receive training qualifying them to provide those services.

(4)   Social Support Services must remain accessible to Students by maintaining regular office hours.

(5)   A Service that has a membership shall actively strive to engage its membership in the activities of the Service's executive, through initiatives such as working groups or committees.

2.02   Relationship Building

(1)   Each Service must seek to establish and maintain relationships with the Affiliates in order to facilitate institutionalized expansion.

(2)   Each Service must seek opportunities to partner with similar interest groups on-campus, including faculties, Affiliates, and clubs.

(3)   Each Service must explore opportunities to create community partnerships that better enable them to address student needs.

(4)   Each Service must maintain a list of on-campus and off-campus relationships, to be recorded annually in the Service Coordinator's final report.

2.03   Advertising

(1)   Each Service must brand all publications, events and services with its logo, accompanied by the USC logo.

(2)   All advertising materials created by each Service must be submitted to the Executive Officer overseeing the Service in draft form, and receive their approval prior to posting/distribution.

2.04   Budgeting

(1)   Each Service budget must be reviewed annually by the Executive Officer overseeing the Service and an individual from the Student Life Department, in order to evaluate the efficiency with which money was spent, and the potential for new programming.

    i.   This review must be completed prior to the end of February.

    ii.   The results of this review and any associated recommendations must be summarized in a Budget Review Report to be written by the Executive Officer overseeing the Service, and included in the annual presentation to Council prior to AGM.

(2)   USC-provided funding is dedicated to the service-providing aspects of each Service, and therefore all social events must be predominantly funded via tickets and fundraising.

2.05   Growth and Long-term Planning

(1)   Each Service must create short-term and long-term goals on an annual basis. These goals must be submitted to the Executive Officer overseeing the Service and published on the Service's website prior to October 1st. Progress towards these goals must be reviewed in the Coordinator's final report.

(2)   Each Service's executive must formally examine its Operating Document bi-annually in order to consider possible changes, and ensure that the Operating Document reflects the current structure and activities of the Service.

(3)   Feedback must be collected on an annual basis from executives and Students at large, through a mechanism to be determined by the Service Coordinator.

(4)   Each Service must develop metrics to measure and track the extent of Student engagement, (such as membership size, and meeting or event attendance rates). The results of this tracking must be submitted with final reports each year.

(5)   Each Service must maintain a record of meeting minutes for all executive meetings, in order to establish a record of the Service's activities and executive decisions. These minutes must be published on the Service's website.

(6)   Each Service must present a review to Council annually, prior to Council's AGM, to:

    i.   report the results of feedback collected;

    ii.   report on the extent of Student engagement;

    iii.   report on progress towards short- and long-term goals; and,

    iv.   summarize the Budget Review Report.

2.06   Transition

(1)   The outgoing Service Coordinator is responsible for organizing a meet-and-greet between outgoing executives and all people who have expressed interest in joining the executive, no later than April 1st of each year.

(2)   Service Coordinators must submit final reports no later than March 31st, excepting circumstances where their Executive Officer has granted an extension.

(3)   Service executives are each responsible for ensuring a smooth transition of responsibilities to their successors. This transition must include the submission of a final report to the executive's successor, the Service Coordinator, and the Executive Officer overseeing the Service.

(4)   Furthermore, the Executive Officer overseeing the Service and the Service Coordinator must organize orientation training for their executives, which may include Ally training, confidentiality training and an overview of USC policies and procedures.