
DOUGLAS STUDENTS' UNION
LOCAL 6 | BC FEDERATION OF STUDENTS

ANNUAL REPORT /// 2016-17 YEAR

STUDENTS' UNION BOARD OF DIRECTORS
JANUARY 2018

EXECUTIVE SUMMARY

This report contains a great deal of detail and to aid members in consuming the information, this executive summary will provide a list of highlights from the work conducted in 2016/17.

CAMPAIGNS

- 4,000+ signatures collected for the Squash the Squeeze campaign
- 1,500+ signatures collected for the Don't Close the Doors campaign
- 2,200+ pledges to vote collected for the BC election
- 1,000+ supporter names collected for Open Textbooks Now campaign
- campaign victories: won elimination of tuition fees for ABE, reduction of interest on student loans & two-year freeze of U-Pass rates

GOVERNMENT RELATIONS

- five meetings with local Members of Parliament
- meetings with seven local Members of the Legislative Assembly
- meetings with both New Westminster and Coquitlam
- presentation to the BC Standing Committee on Finance and Government Services
- government relations victory: won elimination of tuition fees for students from the care system

COLLEGE RELATIONS

- improved relations with Douglas College administrators and governance bodies
- advocated against tuition fee and ancillary fee increases
- advocated for and won increases hours of library service
- advocated for and won a review of student space at the Coquitlam Campus and a commitment to provide more space for students

- advocated for and won improvements to Coquitlam food service delivery
- advocated for and won increased student participation in College search and hiring processes

CAMPUS LIFE, VOLUNTEERS AND CLUBS

- more and better free-food events, held in central campus spaces
- return of pub nights, which were held off-campus and provided free food
- equality of events between the New Westminster and Coquitlam campuses
- increased support for clubs: 64 clubs undertook \$17,500 worth of activities and generated more than \$10,000 in fundraising
- complete overhaul of the club policies systems and funding
- improvement to the volunteer program with more than 125 members taking part

INTERNAL AFFAIRS AND FINANCES

- improved financial and staff management
- updated bylaws and transitioned to the new Societies Act of BC
- updated multiple policies and internal structures to improve accountability and participation
- increased membership outreach with updated materials and communications platforms, undertook a complete redevelopment of the Students' Union's website (to be completed in 2017/18)
- continued strong participation in the BC Federation of Students, and increased engagement in BCFS democratic structures to ensure Douglas students are playing a leadership role
- worked to address corruption and dysfunction in the CFS, and completed the petition process to begin decertification from CFS

SERVICES AND FACILITIES

- increased health and dental benefits without an increase in cost to members
- increased student discounts from only ten in New Westminster/Coquitlam to fifty-eight
- improved quality and design of member give-away items and member supplies
- improved content and design of the mobile app, including a new online service to help members sell their textbooks
- increased resources for student emergency aid
- began the work to renovate and vastly improve the student lounge

PROVINCIAL, NATIONAL & LOCAL CAMPAIGNS

PROVINCIAL CAMPAIGNS

The Students' Union was very active in several provincial campaigns throughout 2016-17, and contributed to important victories for students across the province. Overall the Students' Union worked to promote campaigns at all events and tabling activities, and commonly chooses to align particular campaigns with campus events to ensure all campaigns are targetted to receptive audiences.

The Students' Union focused its work on the BC Federation of Students' campaigns, Squash the Squeeze and Don't Close the Doors heavily in Fall 2016 and shifted its focus to the campaign to encourage BC Federation of Students campaign to promote voting in the 2017 BC election in Winter 2017. Other campaigns described herein were promoted throughout the year, or at specific points as noted.

SQUASH THE SQUEEZE

The Squash the Squeeze campaign was first developed in 2014 to call on the BC government to address underfunding and student debt in the provinces post-secondary education system. The campaign, developed, implemented and resourced by the BC Federation of Students, was operated at Douglas College between 2014 and 2017.

Work on Squash the Squeeze began early in the year with promotion at welcome events in September 2016. These were held across three days at each of Douglas College's two campuses, collected more than 250 postcards signatures of support and were supported by a one-page ad on the back cover of the Other Press.

The main work undertaken on the campaign came later in the fall in the form of a week of action held October 31 to November 4. The week consisted of info tabling, classroom speaking and leafletting in high traffic areas of both the New Westminster and Coquitlam campuses. The outreach work was supported by purchased advertising for the campaign in the student newspaper, as well as social media posts and pictures. At the conclusion of the week of action, more than 56 classroom talks had been given, and more than 3,500 postcard signatures had been gathered.

Across the whole of 2016-17, the Students' Union gathered more than 4,000 postcards, which constituted a huge proportion of the amount gathered provincially. One of the main campaign demands was the elimination of interest rates on student loans, and the campaign was successful on this front in two ways. First, the then-BC government of Christy Clark cut student loan interest rates in half, reducing the rate by 2.5% per year. Second, the incoming NDP government committed to eliminating interest all together. These changes will save students millions of dollars per year.

DON'T CLOSE THE DOORS

Don't Close the Doors is a campaign of the BC Federation of Students launched in January 2015 upon the elimination of funding and tuition-free status for adult basic education and English as-a-Second Language courses. The campaign aimed to reverse those decisions of the BC government.

As with the Squash the Squeeze campaign, the Students' Union promoted Don't Close the Doors by hosting a week of action. Like the earlier action on student debt, the Don't Close the Doors week of action, held

November 14 to 18, featured info tabling, classroom speaking, and leafletting in high traffic areas of both the New Westminster and Coquitlam campuses. The Students' Union used purchased advertising for the campaign in the student newspaper, as well as social media posts and pictures to support its organizing efforts.

By the conclusion of the week, more than 24 classes had received a presentation on the campaign, and over 1,500 signatures in support of the campaign had been collected.

MUNICIPAL ENDORSEMENTS

A central tactic of the campaign provincially was to seek municipal endorsements, and each BC Federation of Students member local was to undertake this work in their region. During the year, the Students' Union presented to the Port Moody City Council (November 1, 2016), Port Coquitlam City Council (November 28, 2016), Surrey Board of Education (March 9, 2018) and Surrey City Council (April 8, 2017). Though only one of the four municipal boards supported the campaign in Douglas' region (Port Moody City Council), the tactic was successful province-wide. Twenty-three municipal councils representing more than one million British Columbians endorsed the campaign. It should be noted that prior to 2016-17 the Students' Union had secured the support of the City of New Westminster Council, and assisted in securing support from the City of Burnaby.

The Students' Union is pleased to report that the campaign was ultimately successful and in August of 2017 tuition fees were again eliminated for adult basic education and English language learning, and the cut funding was restored.

2017 BC ELECTION

Again working under the structure provided by the BC Federation of Students, the Students' Union was active in encouraging members to participate in the 2017 BC election under a campaign titled Students Are Voting. The Students' Union launched the campaign on March 13 with a week of tabling at both Douglas College campuses with the goal of securing several thousand pledge signatures. The pledges, material provided by the Federation, were a commitment to vote in the election with information about the voting dates and times. In each week of campaigning, the Students' Union's work would feature an issue for members to discuss, including public health, post-secondary education, economy and jobs, affordable housing, and the environment.

The Students' Union secured approximately 2,200 pledge signatures, many of which were gathered at the All-Candidates Open House events held on April 4 and 6 at the New Westminster and Coquitlam Campuses respectively. The BC Liberal, Green, and BCNDP candidates from the New Westminster and Coquitlam-Burke Mountain ridings participated in the events, and were invited to bring along 3 additional candidates of their choice to meet and engage with the Douglas College community. Members, candidates and staff provided positive feedback for the opportunity to engage and discuss issues important to the campus community.

In addition to campus-based work, the Students' Union also helped facilitate the All Candidates Forum on Public Education hosted by the New Westminster Teachers' Union and the New Westminster Retired Teachers' Association. Board members brought greetings to the event, and posed

questions about post-secondary education funding and adult basic education.

LET'S GET CONSENSUAL

In 2016-17 the Students' Union replaced its work on the now defunct No Means No campaign of Canadian Federation of Students with a new campaign launched by the University of Victoria Anti-Violence Project. The Students' Union's actions were part of a provincial-scale move to the new, BC based campaign coordinated by the BC Federation of Students. The Students' Union promoted the campaign throughout the year as a means to promote consent culture on campus.

On September 30 and October 1, Board members and staff attended the Changing Conversations on Sexual Assaults at Post Secondary Institutions conference at the University of British Columbia. The purpose of the conference was "to engage students, staff, faculty, administrators, government, and community organizations in a dialogue about sexual violence within Canadian university and college communities". Participants left the conference with new skills and ideas to address sexual assault on campus, and the updated information has helped to better promote the campaign in the months that followed.

FIGHT FOR \$15

Along with the other BC Federation of Students' member locals, the Students' Union was active on the Fight for \$15 campaign of the BC Federation of Labour in 2016-17. The campaign seeks an increase in the minimum wage, a change that would affect thousands of Students' Union members and hundreds of thousands of low-wage workers in BC. On January 10

and 11 the Students' Union tabled at the New Westminster and Coquitlam Campus respectively and gathered 220 completed minimum wage surveys to help inform the campaign.

NATIONAL CAMPAIGNS

Similar to its membership in the BC Federation of Students, the Students' Union has maintained membership in the Canadian Federation of Students (CFS) as a means to be active on national issues affecting Douglas students. Since 2014, CFS has been nearly completely dormant on campaigns issues. The only exception was a national day of action called for November 2016 that was held outside of a coordinated campaign and without a cohesive strategy. Rather than participate in the national day of action, the Students' Union chose to apply its resources to the provincial campaigns listed previously, and as a result helped to achieve tangible financial gains for students and graduates. For the sake of transparency and accountability, and to create a record by which members can judge their financial investment in the CFS, this report will provide some detail on the campaign failures of CFS.

JUNE 2016 CAMPAIGNS AND GOVERNMENT RELATIONS STRATEGY

The Students' Union did not attend the June 2016 National General Meeting and consequently received no communication from the National Executive about the campaigns and government relations strategy beyond the verbal report provided by the BC Representative on the National Executive at the July meeting of the BC Federation of Students Executive Committee. No campaign materials, information or guidance was received

following the June 2016 Canadian Federation of Students general meeting, and the Students' Union saw no campaigns activity coming out of the meeting.

NOVEMBER 2016 NATIONAL DAY OF ACTION

In early September 2016, the Students' Union learned second hand that a teleconference was being organized for CFS member locals to discuss a planned day of action on education issues. Local representatives attended that teleconference, which was held Monday, September 12. This was the first time the Students' Union officially learned that a national day of action was planned for November 2. Though Students' Union staff listened to the entire two-hour teleconference, they were unable to identify the campaign for which the day of action was a tactic. It appeared that the day of action was aimed at promoting access to education in general and that no specific demands of the federal government were identified during the call.

After the call, the Students' Union learned that the CFS National office had been in contact with non-members of CFS in BC to participate in the day of action. This meant that while Douglas students contributed more than \$100,000 of fees each year, the CFS were using those funds not to support members at Douglas, but rather to work with other non-paying Students' Unions. Further, during the national teleconference referenced above, a representative of the Student Association at the British Columbia Institute of Technology (a non-member school) asked then-National Chairperson Bilan Arte for the lead contact for day of action organizing in British Columbia and Ms. Arte responded that the University of Victoria, another non-member organization, was the main contact for the campaign. Given that the CFS did absolutely nothing to

include BC member locals in this campaign, and were actively seeking to have the campaign run by non-member locals in BC, this stands out as an example of bad faith behavior by the National Executive.

As noted above, the Students' Union did not participate in the CFS National Day of Action and regarded the action as a tactic without a supporting campaign which was doomed to fail and produce nothing. The Students' Union did track the day of action's relative success or failure through media reports, social media accounts, and by the reports provided at the November 2016 National General Meeting. Setting aside the self-serving reports provided by the National Executive, the day of action appears to have failed to achieve any significant regional, provincial or national media attention, and had zero impact on government policy in any jurisdiction in Canada. Surely the CFS' strategy of excluding their own members in BC in favour of recruiting non-members is a component of the day of action's failure as those non-members have no ongoing commitment to the CFS' campaigns or any history with that style of organizing.

NOVEMBER 2016 CAMPAIGNS AND GOVERNMENT RELATIONS STRATEGY

The Students' Union attended the November 2016 National General Meeting but were disappointed that there was no discussion of a 2016-17 Campaigns and Government Relations Strategy. Again through second-hand information, the Students' Union was informed following the national general meeting that CFS was undertaking a campaign to eliminate all tuition fees in Canada. Given that the recent CFS meeting did not adopt a 2016-17 Campaigns and Government Relations Strategy, it appeared that those in the CFS national office were again deciding the

direction of the organization outside of the democratic structures. The Local did receive a package of information about the CFS lobby efforts in February, but at no time was the Local asked to participate in this work in any way.

Given the experience of the Students' Union with CFS noted above, the Board of Directors became very concerned that CFS was actively undertaking political actions at the behest of a minority of members of the National Executive and staff, and was purporting to represent Douglas College students in that work. Douglas students, along with all BC members, have been systematically and intentionally shut out of what little decision-making has existed on campaigns and government relations work, and also shut out of the work itself.

JUNE 2017 CAMPAIGNS AND GOVERNMENT RELATIONS STRATEGY

The Students' Union was represented at the 71st Semi-Annual National General Meeting, at which delegates adopted a campaigns and government relations guide. The document adopted by members was not a strategy, but rather a guide containing various disconnected campaign tactics with no discernable plan to see them result in a beneficial change of government policy or direction. Further, the guide was assembled by select members of the National Executive without a full discussion of the National Executive, and more importantly, without any input from BC member local associations. BC member local associations' attempts at providing input at the general meeting were met with complete dismissal. The bulk of the guide seemed aimed at non-education issues, and though there is a place for social justice work within any student movement, seeking social justice through

equitable and affordable education has to be the priority of such a movement.

Since the June 2017 CFS general meeting, the Students' Union was not able to observe any work undertaken by CFS to implement the campaigns listed out in the campaign guide, including no work on the main issue of importance to members: education affordability.

CFS STANDING CAMPAIGNS

No information was received by the Students' Union about CFS standing campaigns through the 2016/17 year. These campaigns, including ones on justice for Indigenous people and challenging rape culture, have been ongoing for years and were central elements of the CFS' campaign work. Each now appear to be dormant or defunct.

LOCAL CAMPAIGNS

OPEN EDUCATIONAL RESOURCES (OER)

The Students' Union has long been a participant in the Douglas College Open Educational Resources Working Group, comprised of librarians, staff, and faculty members, to create a campaign to introduce more open textbooks and resources at the College. In 2016/17, the Students' Union sought to increase work on the promotion of OERs through a campaign developed by using existing open-source materials to promote open textbooks. The materials, part of an initiative called #textbookbroke, were amended and customized for Douglas, and used to develop a Douglas-specific initiative called Open Textbooks Now (www.opentextbooksnow.ca) to promote the use of OERs as a key objective for the 2016-17 year. The Students' Union held a soft launch of the campaign during its annual welcome back

pancake breakfasts on September 13 and 14 and member response was very positive.

The campaign materials consisted of posters, rack cards, bookmarks and a website. The website was set up to collect support from students and faculty who could add their name electronically to a list of Douglas OER supporters. By the end of the Fall semester, the Local collected more than 750 online campaign endorsements. Work continued into the Winter 2017 semester and peaked in March with a week of action held between March 27 and 31 to coincide with Open Education Week. Work by the Students' Union on the campaign during this week also included a presentation to the Douglas College Faculty Association seeking support, and work to promote and thank those faculty already using OERs in their classrooms.

WORK BEYOND DOUGLAS

At the September 2016 BC Federation of Students Executive Committee meeting, the Students' Union was approached to share their OER campaign materials and website with other member local unions. Subsequent to that, the Students' Union produced materials for the students' unions at Vancouver Island University, North Island College and Vancouver Community College. In August 2017, Douglas representatives worked with the BC Federation of Students' Executive Committee to add a province-wide campaign on OERs modelled after the work at Douglas, and that would feature a request that the BC government make a substantial investment in funding the creation of new open resources. The provincial campaign began in the Fall of 2017.

U-PASS BC PROGRAM RENEWAL

The Students' Union was a very active member of the U-Pass Advisory Committee

and the associated Student Caucus in 2016/17. The increased work on this topic was related to the scheduled expiration of the agreement between institutions, students' unions and U-Pass BC (the BC government and Translink) that provides for U-Pass access for lower mainland post-secondary students.

Working with the other students' unions represented as part of the UAC Student Caucus, the Students' Union worked to pursue a long-term renewal of the metro Vancouver U-Pass. To achieve that goal, the Student Caucus engaged a consulting firm to develop a business case for a more stable and sustainable, long-term renewal of the program. The Students' Union assigned staff resources to assist and support UAC-Caucus' consultant liaisons and support the process as needed.

The business case report was published in January in 2017 and was compiled with the support and participation of the BC government and other stakeholders. However, there was reluctance among responsible Ministers to enter into a long-term U-Pass renewal with students' unions given a lack of transit user data. Government indicated a preference to shape the future of the program on data extracted from the Compass system, the lower mainland's transit fare network. This raised concern among the students' unions that attempts may be made to reduce the cost of the program to government by lowering the value of the U-Pass in terms of the access it provides. Such changes would undermine the universality of the U-Pass by limiting the distance pass holders travel, or requiring top-ups for traveling at "peak times."

Given the ongoing fare review by Translink, the mobility pricing review occurring in the lower mainland, and the overall nervousness

of government in agreeing to a long-term renewal without appropriate Compass data, the students' unions were approached to extend the existing agreement rather than renewal of the program on a long-term basis. Students' unions agreed to the extension provided that there were no cost increases for members. The parties agreed in April to a two-year extension of the U-Pass BC Program under the current fee levels and with a continuation of the existing levels of provincial subsidy.

The Board of Directors remains committed to pursuing a long-term renewal of the U-Pass BC Program, and ensuring that the program remains affordable and universal.

SISTERS IN SPIRIT VIGILS

The Students' Union held two vigils on October 4 and 5 at each of the New Westminster and Coquitlam campuses to honour the lives of missing and murdered Indigenous women and girls. The Students' Union screened the movie Highway of Tears and encouraged members to create faceless dolls to contribute to the community blanket the Students' Union has been making over the past 3 years.

WOMEN'S COLLECTIVE CAMPAIGN EVENTS

On February 21 the Students' Union held a panel discussion with women serving in leadership positions. The panel, titled Feminism at Work, focused on women in social justice fields and was well-attended by members.

On March 8, the Students' Union held an event to mark International Women's Day. The event featured tabling, movies and videos played at the New Westminster Concourse, and promotion of the Let's Get Consensual campaign.

UNLEARN ISLAMOPHOBIA

The Students' Union partnered with Douglas College to host an Unlearn Islamophobia event on March 16 at the New Westminster campus. The event featured informative videos, button making, anti-Islamophobia information, and the collection of messages of love and support for members of the Montreal Mosque at which an anti-Islam attack occurred earlier in February 2017. The event was very positive and received well by the campus community.

GOVERNMENT RELATIONS

FEDERAL GOVERNMENT RELATIONS

The Students' Union sought to increase its government relations work in 2016/17 both to improve outreach to decision-makers representing Douglas' service area, and to ensure that Douglas members were accurately represented to government in light of the misrepresentative work of the Canadian Federation of Students' referenced under the Campaigns section of this report. Meetings sought and held with a number of local-area members of parliament are summarized below.

MP PETER JULIAN (NDP)

Students' Union representatives participated in a meeting with Member of Parliament for New Westminster-Burnaby, Peter Julian, on July 12, 2017. The meeting discussed English language learning, affordable housing, Aboriginal Education, and electoral reform. MP Julian was very supportive of the Students' Union's requests for support on the identified topics.

MP SUKH DHALIWAL (LIBERAL)

Students' Union representatives participated in a meeting with Sukh Dhaliwal, Member of Parliament for Surrey Centre, on July 14, 2017. The meeting discussed the need for the federal government to provide direct investment in student housing, to better fund Aboriginal Education, and to restore funding cut to English As-a-Second Language (ESL) programs in BC. The Students' Union's representatives also sought a commitment from the Liberal MP that the government would follow through on its commitment to reform Canada's flawed electoral system, a commitment that the MP was unwilling to offer. The MP sought to discuss the pending legislation to legalize marijuana as part of the meeting.

MP KENNEDY STEWART (NDP)

A meeting was held with Member of Parliament for Burnaby South, Kennedy Stewart, on July 17, 2017. The meeting focused specifically on electoral reform and the housing crisis in the lower mainland. MP Stewart offered his opinions as to why the Liberal government was failing to follow through on its past commitment to electoral reform, and discussed issues on which his office was taking action including fighting the Trans-Mountain Pipeline, pushing for affordable housing options, and supporting investments in technology and the knowledge economy.

MP RON MCKINNON (LIBERAL)

On July 24, Students' Union representatives met with Member of Parliament Ron McKinnon, the representative for the riding of Coquitlam-Port Coquitlam. Representatives pushed MP McKinnon on electoral reform, the housing crisis, Aboriginal education and ESL funding. McKinnon was receptive to the requests of the Students' Union and sought a more regular schedule of meetings with student representatives.

MP DIANNE WATTS (CONSERVATIVE)

Throughout the summer of 2017 the Students' Union sought to meet with Diane Watts, the closest Conservative MP, with the goal of ensuring that meetings were held with representatives of all major political parties. MP Watts was unavailable for much of the summer, and then resigned her seat to enter provincial politics.

PROVINCIAL GOVERNMENT RELATIONS (PRIOR TO CHANGE IN GOVERNMENT)

Early in 2016 the Students' Union developed a plan for meetings with Local MLAs with the aim of meeting with all local MLAs before the end of November.

MEETINGS WITH LOCAL MLAS

MLA LINDA REIMER (BC LIBERAL)

The Students' Union met with Port Moody-Coquitlam (and Parliamentary Secretary to the Minister of Community, Sport and Culture) MLA Linda Reimer on November 24, and presented the organization's submissions for BC Budget 2017.

Representatives highlighted issues relating to Adult Basic Education, elimination of interest on student loans, the creation of a system of needs-based grants, and tuition fee waivers for youth aging out of care.

MLA Reimer was receptive to the concerns put forward. She challenged several points on student debt and claimed she was not aware of the 2014 changes to Adult Basic Education.

MEETINGS WITH OPPOSITION (NDP) MLAS

On November 29 the Students' Union hosted a meeting with six Opposition MLAs, including Judy Darcy (New Westminster), Mike Farnworth (Coquitlam-Port-Coquitlam), Raj Chouhan (Burnaby-Edmonds), Kathy Corrigan (Burnaby-Deer Lake), Selina Robinson (Coquitlam-Maillardville), and Jody Wickens (Coquitlam-Burke Mountain). Representatives reviewed the organization's submissions for BC Budget 2017, and highlighted the sections on adult basic education, elimination of interest on student loans, the creation of a system of needs-based grants and tuition fee waivers for youth aging out of care.

All Opposition MLAs were receptive to the points presented by the Students' Union. MLAs asked questions about enrolment patterns, international education, and funding, and surveyed representatives on several policy options related to the issues presented.

PRESENTATION TO SELECT STANDING COMMITTEE ON FINANCE AND GOVERNMENT SERVICES

On September 22, 2016 Students' Union representatives presented to the Select Standing Committee on Finance and Government Services in Surrey. Representatives presented on adult basic education, elimination of interest on student loans, the creation of a system of needs-based grants, and tuition fee waivers for youth aging out of care. Members of the Committee noted that many other groups presented on the issues surrounding the funding of adult basic education programming, and that the Students' Union's requests were echoed across the province. Members of the Committee were also very interested in the recommendation to create a provincially coordinated tuition fee waiver program for youth aging out of care; many did not know of these programs nor the barriers to access these youth face.

PROVINCIAL GOVERNMENT RELATIONS (AFTER CHANGE IN GOVERNMENT)

The Students' Union undertook work to meet with key local Members of the Legislative Assembly following the 2017 change in government, but the schedule of the change in power proved to be a barrier to accessing local representatives. Despite repeated efforts, the Students' Union was not able to secure meetings with

local government and opposition MLAs due to the legislative calendar and related uncertainties. Several meetings with MLAs were tentatively scheduled for early in the 2017/18 year, including meetings with MLAs Judy Darcy (New Westminster-NDP), Raj Chouhan (Burnaby-Edmonds-NDP), Katrina Chen (Burnaby-Lougheed-NDP), Joan Issacs (Coquitlam-Burke Mountain-BC Liberal), Selina Robinson (Coquitlam-Maillardville-NDP), Rick Glumac (Port-Moody-Coquitlam-NDP), and Jas Johal (Richmond-Queensborough-BC Liberal).

LOCAL GOVERNMENT RELATIONS

CITY OF NEW WESTMINSTER

On August 23, representatives met with Mayor Jonathan Côté and Councilor Jaimie McEvoy from the City of New Westminster. The meeting discussed increased collaboration between the City and the Students' Union, and increased participation of young people in the City's committees and public engagement work. The parties agreed that there were certainly areas of potential partnership and agreed on a semesterly meeting schedule.

CITY OF COQUITLAM

Scheduled in the summer of 2017, but taking place early in fall 2017, the Students' Union met with Eric Kalnins, Tourism Manager (Economic Development) for the City of Coquitlam. The meeting discussed opportunities for collaboration between the City and the Students' Union, promotion of economic development in Coquitlam, the development of student discounts in Coquitlam, and increased participation of students and youth in City structures. The parties agreed to meet regularly, to seek areas of cooperation and collaboration.

COLLEGE RELATIONS

RELATIONS WITH THE SENIOR MANAGEMENT TEAM

The Students' Union meets regularly with senior administrators through the monthly Senior Management Team meetings and meetings of the Joint Operational Committee (a body composed of Students' Union and College representatives designed to facilitate cooperation and avoid conflict). These meetings allow for the opportunity to strengthen the relationship between the College and the Students' Union.

PRESENTATION OF STRATEGIC PLAN

To both improve relations with the College, and provide for input and discussion, the Students' Union presented its strategic plan for 2016/17 to the Senior Management Team on September 20. The Students' Union's planning work was met with a very positive reception from the institution's managers, who were both surprised and impressed that the Students' Union was able to correct its challenges in such short order, and was already so far down the line on making the improvements identified only weeks before.

ADVOCACY AGAINST ANCILLARY FEES

Students' Union representatives participated in preliminary discussions about the College's plans for its 2017/18 budget in advocacy against the implementation of universal ancillary fees, similar to those that have been implemented across the province. Students' Union representatives surveyed the College's interest in ancillary fees and found that the Ministry of Advanced Education had put out a list of criteria for any new

ancillary fee proposed by an institution and a clear process of its adoption. The College indicated that it had no plans for any new ancillary fees.

ADVOCACY FOR IMPROVEMENTS IN COQUITLAM

At the January and February 2017 meetings with the Senior Management Team, the Students' Union focused discussions on development of increased student space and improvements to food services at the Coquitlam campus.

ADVOCACY FOR INCREASED STUDENT PARTICIPATION IN COLLEGE HIRING

At the April 25 and May 16 meetings of the Senior Management Team, the Students' Union lobbied for increased participation for elected students on search committees for College administrators. The College was open to this request but noted that the nature and composition of many of the hiring committees was set through negotiations with the Faculty Association and within other structures.

COLLEGE GOVERNANCE

COLLEGE BOARD

The Students' Union sends representatives to observe College Board meetings and keep the Board of Directors informed of issues arising at the meetings. The Students' Union also works with the elected students on the College Board to ensure they are able to present their views and represent students in discussions and decision.

PRESENTATION OF STRATEGIC PLAN

On November 23, Students' Union representatives presented the strategic plan to the Board of Governors to promote the improvements being made in the Students' Union and the new approach to responsible governance. The Board was very pleased with the work of the Students' Union and took interest in several key topics including expansion of campus clubs, increased space and events at the Coquitlam Campus, and improvements to the Students' Union's governance structure and practices.

TUITION FEE INCREASES

The Board of Governors met on March 30 and considered the Colleges 2017/18 budget, including a 2% increase in tuition fees for domestic students and international students. The College Board also considered a plan to further increase to international student tuition fees by another 9.4% in 2018/19. The following meeting of the College Board occurred in May 2017 and at that meeting a final version of the budget was adopted.

Unlike the first, draft version of the budget proposal, the final version included a 9.4% increase to international fees to take effect September 2017. As a result, international students were given roughly two-months' notice of the substantial fee increase, raising international tuitions to \$580 per course or \$17,400 per 30 credits.

Through the summer of 2017 the Students' Union worked with international students seeking to object to the fee hike, both in terms of the increase itself and how little notice was provided. Students' Union staff worked with elected students to raise the issue publically through a series of articles in the Vancouver Sun, while other representatives met with College administrators to note the objection of

students to the process used and lack of notice.

EDUCATION COUNCIL

The Students' Union sends representatives to observe Education Council meetings and keep the Board of Directors informed of issues arising at the meeting. The Students' Union also works with the elected students on the Education Council to ensure they are able to present their views and represent students in discussions and decision.

There is no report arising from any Education Council decisions or discussions in 2016/17.

2017/18 BUDGET CONSULTATIONS

Douglas College held a budget consultation on February 3, and a delegation of representatives from the Students' Union provided recommendations to the consultation panel on behalf of Douglas College students. The recommendations included investments in key College services, and other funding increases to boost the quality of education at Douglas College. The panel of College representatives' reaction to students' participation was less than enthusiastic, and at times appeared to be one of surprise and unease. Student representatives were left feeling confused about the College's understanding of the purpose of the consultation.

Following the consultation, on February 7, the Students' Union submitted a written document with its budget recommendations. Though the Students' Union was unsuccessful with the majority of its requests, an increase in library hours was secured for members as an outcome of the consultation process. The Students' Union is hopeful that future work can be built on this success.

OTHER COLLEGE COMMITTEES & INITIATIVES

CAMPUS SEXUAL ASSAULT RESPONSE WORKING GROUP

The Students' Union was active on the Campus Sexual Assault Response Working Group and helped to draft and consult on a campus sexual assault policy. The working group consisted of student representatives, faculty, staff and administrators. The group reviewed an interim policy put in place in July 2016, and worked towards the creation of a complete and final policy for the Douglas community. Work on the new policy spanned the year with a final draft coming forward in summer 2017.

The Students' Union was also active in a consent workshop held in association with the work of the Committee and which took place on March 6, 2017. The workshop was held in cooperation with Battered Women's Support Services, and discussed how to support survivors. The workshop also reviewed best practices for campuses, and provided guidance to create procedures at Douglas College.

STUDENT REPRESENTATION ON INSTITUTIONAL HIRING COMMITTEES

As noted above, the Students' Union undertook work to increase student participation in key College hiring and search processes. This work is part of a broader goal to increase membership engagement on institutional decision-making by working with key members of the senior administration. With the support of the new Associate Vice-President Academic for Student Affairs, Sarah Dench,

the Students' Union was invited to provide feedback on the final candidates for the position of Registrar and the position of Director of Learning Resources and Records Management. The Students' Union was also invited to submit nominees for a student representative on the hiring committee for the Student Affairs' new position of Student Support and Conduct Manager, one of whom was chosen to participate in the hiring committee.

COQUITLAM SPACE CONSULTATIONS

The Students' Union undertook a year-long effort to lobby Douglas College for more space at the Coquitlam Campus. In February 2017, the College announced that a space consultation would be held among College departments providing services at the Coquitlam Campus, and that this process would include the Students' Union. The Students' Union's consultation meeting was held March 6, and representatives discussed the need for expanded student space, improved offices, and a students' union meeting space.

The consultation process was very productive with College representatives expressing support for expanded Students' Union space. The Students' Union committed financial support to expanded space for students and the Students' Union, and several options were discussed by the parties. The Students' Union was originally informed that space re-allocations would be proposed as part of the 2018/19 budget, but have since been updated that these decisions have been delayed due to additional space changes related to Douglas College's expansion to the Anvil Centre in New Westminster.

CAMPUS FOOD SERVICE WORKING GROUP

Executive Director Beasley met several times in summer and fall 2016 with the College's then-new Director of Facilities regarding food services on campus. One of the outcomes of the meetings was the revival of the Douglas College Campus Food Service Working Group, a body designed to receive feedback on food services and work pro-actively with the campus food service provider to improve service.

The first meeting of the Campus Food Service Working Group was held in Fall 2016, and each semester thereafter. With the support of the Working Group, the College undertook a flow study for the food services provided at the Coquitlam Campus to develop ways to improve service times and reduce lineups. Configuration and staffing changes were made in Summer 2017, and the outcome of those changes will be examined in the coming year.

RELATIONS WITH INSTITUTION STAFF AND FACULTY

RELATIONS WITH INSTITUTION STAFF

The Students' Union has a generally positive relationship with institutional staff, who are members of the British Columbia Government and Service Employees Union (BCGEU), Local 703. The Students' Union has serious reservations about the development of this relationship given the regular public comments made by BCGEU Secretary-Treasurer Paul Finch that attack the BC Federation of Students and its member organizations.

Mr. Finch was an elected student at the Camosun College Student Society in the early 2000s and seems to be attempting to take out his ten-year-old frustrations

with his experience on the current elected leadership. While participating in the Union of BC Municipalities Convention in September, Mr. Finch approached Douglas Students' Union representatives and engaged in a conversation attacking the Students' Union's staff, and questioning their continued employment with the Students' Union. The Students' Union deems Mr. Finch's behavior to be unacceptable and undermining of the solidarity the student movement and labour movement have shared for decades.

RELATIONS WITH INSTITUTION FACULTY

Members of the Board of Directors participate regularly with the institution's faculty on various College committees, and the Students' Union continues to share a strong relationship with faculty, who are organized with the Federation of Post-Secondary Educators of BC, Local 4. Students' Union representatives met with Faculty Association representatives several times across the year to discuss common strategies on college relations, advocacy campaigns regarding education issues, and solidarity work on common areas of interest.





CAMPUS LIFE, VOLUNTEERS & CLUBS

CAMPUS LIFE

EVENT IMPROVEMENTS IN 2016/17

Improving events in terms of both quantity and quality was a central priority for the Board in 2016/17. Before providing a summary of the main events held in 2016/17, this section will discuss some improvements made to the system of events.

IMPROVED FREE FOOD EVENTS

A historical challenge to holding all-student events at Douglas was that the College's food service provider has exclusivity over all spaces, and their catering costs prevented their use to provide events for the student body. The result was that events in New Westminster were held at the Students' Union Building, and fewer events were held in Coquitlam. In 2016/17 the Students' Union worked with Douglas College and their service provider, Chartwells, to create a category of catering for community events. Under the arrangement, Chartwell's would provide the food service at cost plus a small margin and the Students' Union would provide volunteers and staff to resource each event. The result has been increased number of free food events, each held in a central space on campus like the New West Concourse or Coquitlam AB Atrium.

PUB NIGHTS

The Board of Directors assessed a huge demand for pub nights among the student population. These events had traditionally been held at the Students' Union Building, but had been plagued with issues like violence, violations of regulations regarding alcohol service, and overdrinking. Consequently, the Board was seeking another model for pub nights that would be more fun, and less like drinking in a high school cafeteria.



Throughout the year the Students' Union held several pub events at off-campus venues. As noted below, several different venues were tested out and as part of each event, the Students' Union provided free food. The new format for pub nights was initially slow to catch on but increased in popularity over the year. By the beginning of the 2017/18 year pub nights were routinely attracting 150 to 200 attendees, which was as many, if not more, members than similar events in the Students' Union building.

ENSURING FAIRNESS BETWEEN THE CAMPUSES

Too often in the past events were held only at New Westminster and if an event was held at Coquitlam also, the Coquitlam version was not as substantial as that which was held in New Westminster. In 2016/17, the Students' Union took great care to ensure that all major events that were held in New Westminster were also held in Coquitlam, and with as close to equal quality as possible.

2016 FALL WELCOME EVENTS

DOUGLAS WELCOME WEEKS

Douglas College hosts welcome week events at each of the Douglas campuses in the first week of classes. Welcome Week consists of information tables hosted by key departments providing necessary information to new and returning students. The Students' Union held an info table at each campus as part of Welcome Week, and used its table to distribute handbooks, pens, water bottles and other items at each of these events, as well as promote the Don't Close the Doors and Squash the Squeeze campaigns.

DOUGLAS HOME OPENER

The Students' Union held an info table and cheer station at the Douglas College Royals home opener on September 10, and also

provided refreshments and support for varsity athletics.

ANNUAL PANCAKE BREAKFAST

The Students' Union held two pancake breakfasts at each of the Coquitlam and New Westminster campuses on September 13 and 14 respectively. More than 1,500 members attended the events, the second of which was unfortunately interrupted by a fire drill. The Students' Union was pleased to host the events in partnership with the campus food service provider, Chartwells, which provided the food service at cost plus 10 percent. The two pancake breakfast events provided the Students' Union an opportunity to promote its new campaign for open educational resources.

EDGE 2016

Douglas College hosts an annual three-day series of events for up to 300 members titled "The EDGE." The Douglas College website describes Edge as a "fusion of intramural sports, team activities, paint slides, and dance-offs." The Students' Union is an annual sponsor of the event and provides food as well as organizes games and activities of its own. For 2016, the Students' Union's main activity was titled "Game of Loans", a human-sized board game based on the HBO Series Game of Thrones created by a member of the Board of Directors to highlight the growing challenges of student debt. The EDGE events were held on the New Westminster Campus at the DSU Students' Union Building on September 15 and 16, and all day on September 17 at the Coquitlam Campus.

WELCOME BACK MOVIE AFTERNOONS

The Students' Union rounded off a month of welcome activities with two movie afternoons at each of the Coquitlam and

New Westminster campuses on September 28 and 29.

2016 FALL EVENTS

DSU DOG THERAPY AT BEYOND THE BLUES

The Students' Union held a Dog Therapy Day at Douglas College's Beyond the Blues event on October 13 and 19 at each of the New Westminster and Coquitlam campuses. Members were very receptive to the dog therapy and have requested to have more dog therapy sessions held regularly at both campuses.

DSU HALLOWEEN MOVIE AFTERNOONS

The Students' Union held two Movie Afternoon events on October 25 and 27 at each of the New Westminster and Coquitlam campuses featuring Halloween-themed movies. The Students' Union provided free popcorn at the events.

DSU FRIGHT NIGHT

The Students' Union provided discounted admission to the Fright Nights at Playland on October 31. Through a discount code and a subsidy provided by the Students' Union, more than two hundred members received discounted access to Fright Nights.

SAVE THE SEMESTER PUB NIGHT

The Students' Union held a Save the Semester Pub Night on November 17 at The Foggy Dew Irish Pub (now named The Pint 405). The event was well attended and members indicated interest in monthly off-campus pub nights. The theme of the event was focused on encouraging one final celebration before members needed to buckle down in their studies to "save the semester."

END OF SEMESTER/HOLIDAY EVENTS

The Students' Union held holiday events during the last week of classes on November

29, 30 and December 1 at each of the New Westminster and Coquitlam campuses that included a partnership with Chartwell's to offer a \$5 Turkey Dinner, a holiday movie marathon and DSU Dog Therapy. The events were well attended and members enjoyed the festive atmosphere created on campus.

2017 WINTER WELCOME EVENTS

WELCOME BACK LUNCH

The Students' Union held a welcome back lunch at the Coquitlam Campus on January 10 and an identical event at New Westminster on January 11. Each event served Mac & Cheese with multiple toppings, and featured an info table with campaigns materials.

WELCOME BACK MOVIE AFTERNOONS

Two movie afternoons were held at each of the Coquitlam and New Westminster campuses on January 17 and 18. The Students' Union showed all three of the original Star Wars trilogy movies at each event.

WELCOME PUB NIGHT

A welcome back pub night was held on January 19 at the Lamplighter Pub in Gastown. The event was very successful and was attended by more than 125 members. The event attracted a diverse array of members from different programs and campuses, and at its peak overflowed the area set aside by the Pub. Members expressed their support for the model of pub night events that involved going to a trendy establishment off campus.

2017 WINTER EVENTS

DOG THERAPY

The Students' Union held Dog Therapy Days February 7 and 8, and on April 11, at each of the New Westminster and

Coquitlam campuses. Members were again very receptive to the dog therapy, and the Students' Union has since committed to having two such events at each campus per semester.

PUB NIGHTS

The Students' Union held an additional two pub nights during the Winter 2017 semester. The first was held on February 9 at the Pint, was a fundraiser for the Athlete's Council Club, and was attended by approximately 150 members. The second was held March 16, also at the Pint, and was designed to promote the Students Are Voting campaign. The second pub night was poorly attended due to its scheduling the day before St. Patrick's Day.

MOVIE AFTERNOONS

Movie afternoons were held at each of the Coquitlam and New Westminster campuses on March 28 and 29. The Students' Union screened *The Jungle Book*, *The Lego Movie*, and *Fantastic Beasts and Where to Find Them* at each event.

END OF YEAR EVENT

The Students' Union held an End of Year Indian Lunch at each of the Coquitlam and New Westminster campuses on April 12 and 13. Members enjoyed butter chicken and vegan chana masala, and appreciated the celebratory atmosphere created by the year-end event.

2017 SUMMER EVENTS

SUMMER BBQ

A Summer BBQ was hosted at each of the Coquitlam and New Westminster campuses on May 30 and 31. Members enjoyed the hot dogs, hamburgers and vegan burgers, and received information about the Students' Union summer services, events and campaigns.

PRIDE MOVIE EVENT

The Students' Union's Pride Collective organized a screening of *The Fight Isn't Over; Stonewall and Beyond* on July 27, 2017. The event included a discussion group about the movie and its relevance in current social and political movements.

NEW STUDENT ORIENTATIONS

In August of each year, Douglas College hosts four new student orientations, two mature student orientations, three international student orientations and an orientation for student athletes. In 2017, New Student Orientation events were held August 22, 24, 29 and 31; International Student Orientation was held on August 30 and 31, and on September 1; and Athlete's Orientation was held on August 30.

The Students' Union was involved in all of these events in 2017, and used them as a means to educate incoming members about the Students' Union and the BC Federation of Students. The Students' Union gave away free branded items and supported social and community building elements of the events.

CLUBS

The Students' Union operates a system of clubs to empower members wishing to be active on particular issues to coordinate among groups of students with similar goals. Clubs cover a variety of topics and pursuits, from political action to rock climbing, from graduation parties to religious studies. The Students' Union provides mechanisms for clubs to organize themselves, rules to govern club democracy and operations, resources for clubs to help execute their goals, and funding to support clubs initiatives.

In 2016-17 there were 64 clubs and the Students' Union provided approximately \$10,000 in funding. Further, clubs themselves raised more than \$10,000 and ended the year with more than \$20,000 of funds held in trust. Increased club activity in the past year was due to the club system being both better promoted, and better resourced by the Students' Union.

CLUB REGISTRATION PACKAGES

In 2016/17 the Students' Union improved club packages and increased the amount of resources available to members seeking to start or renew a club. The improved club packages included revised and updated liability waivers, membership forms, executive forms, and check lists. Club packages were available and advertised in both the fall and winter semesters.

CLUB FAIR EVENTS

The Students' Union held two club fair events in each of the fall and winter semesters that provided space and resources to clubs seeking to attract new members. Club fairs were held on both campuses and were well attended. Many clubs were able to vastly increase their profile and membership through their participation in a club fair event as more than 1,500 students participated in these events each semester.

CONSERVATIVE AND LIBERTARIAN CLUB

The Students' Union was called on to manage a significant challenge with the club system in 2016/17, and that challenge arose due to the actions of a single club: the Conservative and Libertarian Club. This group was founded with the minimum six members in Fall 2016 and went on to publish a series of materials throughout the year that many members found offensive. The materials, mostly posters, featured images

associated with right wing ideologies and some images of a movement known as the "Alt-Right". The Students' Union received complaints about the posters, and was called on to remove these images and limit the Club's posting abilities.

In response, the Students' Union conducted research on the actual images presented in the Club's posters, and examined the speech rights afforded to members of the campus community. The Students' Union sought legal advice on the rights of students to post images in campus spaces, and the corresponding responsibilities of those regulating those spaces (both the College and Students' Union). The legal advice received was that the images, while surely offensive and intended to offend, were not hate speech, and that the Club's posters were not likely to be deemed discriminatory under the current legislative regime in BC. The investigation also revealed that the Students' Union's club policy made no provisions for dealing with such an issue: it set no standards for club posters and materials, made no allowance for complaints against a club, nor provided for club discipline. The lack of rules, and the ambiguity of the College's policy language, helped create the policy framework under which there was little to be done about the Club's posters.

Upon the results of the research and investigation into the issue, the Board of Directors both approached the College to update their policies on campus advertising to better protect against groups seeking to gaslight the student population, and also directed staff to undertake a full review of the Students' Union's club policy.

CLUB POLICY CHANGES

The Students' Union undertook a comprehensive review of its club policy in the summer of 2017. The review revealed that the policy was well out of date, and its provisions lagged behind the practices at many colleges and universities in BC. The policy was updated and provisions were added on club discipline, democratic decision-making, complaints against a club, and communication standards. The new policy also changed the way clubs registered for recognition, eliminating the need to register every semester. The club funding model was reviewed and changed, with funding allocated annually and by request, rather than by semester in automatic small amounts. The revised policy was implemented for the 2017/18 year.

CLUB COUNCIL

The Students' Union created a new structure for club feedback and input in 2016/17, the DSU Club Council. The Council is a body to which each club can appoint a representative and which meets semestery. The Council receives information about the Students' Union and club administration issues from those coordinating the club system, and provides back input, advice and concerns about club management at Douglas. The structure has already proven to be an effective mechanism for two-way communication.

VOLUNTEER ENGAGEMENT

The Students' Union operates a leadership program called the DSU Crew to engage interested and motivated volunteers. In 2016/17 the Students' Union hired a new Organizer for the Coquitlam Campus and assigned volunteer coordination and

management to that person. The newly assigned resources built on the existing program of training, leadership, and skill building workshops. Opportunities were wide-ranging from volunteering at events, campaign mobilization, clerical office work, assisting with Collective events, and participating in Students' Union working groups. Volunteers received various incentives including reference letters for their involvement.

In 2016/17, 175 members approached the Students' Union to volunteer and approximately 100 proceeded through the training program.

VOLUNTEER TRAINING

The Students' Union devoted additional resources to the volunteer program in 2016/17 and one of the outcomes was increased and improved volunteer training. Ten DSU Crew orientations were held across the year including five in Fall 2016, two in Winter 2017 and three in Summer 2017. Volunteers were briefed on the role of a volunteer and profile of the Students' Union, taught the practical skills they needed to volunteer with the Students' Union, and provided information about how the Students' Union and College differed in their work.

INTERNAL AFFAIRS & FINANCES

GOVERNANCE

REGULATORY COMPLIANCE

BC SOCIETIES ACT

For the first part of 2016/17, the Students' Union operated under the Society Act, which had been amended in November 2015. Societies had two years to transition to the new rules and the Board of Directors mandated that the Students' Union move quickly to work under the new Act rather than wait until later in the two-year window. Following legal advice and related bylaw amendments at the annual general meeting, the Students' Union filed its transition to the new legislation on March 14, 2017. The Students' Union operated in compliance with the new BC Societies Act following its transition.

COLLEGE AND INSTITUTES ACT

The Students' Union maintains compliance with the College and Institutes Act in order to ensure that its fees, and the fees it collects in trust, can be maintained by Douglas College. The Students' Union was in compliance with the Act throughout the 2016/17 year.

ANNUAL GENERAL MEETING

The Students' Union held its annual general meeting on February 2 at the New Westminster Campus. The meeting was quorate with more than 100 members participating. Members received the 2015/16 annual report, a progress report on the 2016/17 year, and approved the 2015/16 audited financial statements. The meeting also considered seven bylaw amendments, including resolutions to change the titles and job descriptions of executive board members. All proposed bylaw amendments were passed by the membership.

2016/17 BOARD OF DIRECTORS

ABORIGINAL STUDENTS' REPRESENTATIVE

Sahara Tom

September 1, 2016 to August 31, 2017

COQUITLAM CAMPUS DIRECTOR

Meredith Graham

Francis Ataiza

September 1, 2016 to April 30, 2017

May 1 to August 31, 2017

DIRECTOR OF CAMPUS LIFE

Jerzy Mazurek

Paul Wittayaworapat

September 1, 2017 to April 30, 2017

May 1 to August 31, 2017

DIRECTOR OF COLLEGE RELATIONS

Monique Paulino

Prabhjot Hundal

September 1, 2016 to April 30, 2017

May 1 to August 31, 2017

DIRECTOR OF FINANCE

Aran Armutlu

September 1, 2016 to August 31, 2017

DIRECTOR OF EXTERNAL RELATIONS

Surya Viswanathan

Tanysha Klassen

September 1, 2016 to April 30, 2017

May 1 to August 31, 2017

DIRECTOR AT LARGE

Prabhjot Hundal

Manuel Peña

Paul Wittayaworapat

McKenzie Hutchison

Chandrang Makwana

Klyde Ouano

September 1, 2016 to April 30, 2017

September 1, 2016 to April 30, 2017

September 1, 2016 to April 30, 2017

May 1 to August 31, 2017

May 1 to August 31, 2017

May 1 to August 31, 2017

DISABLED STUDENTS' REPRESENTATIVE

Sterling Hillman

Meredith Graham

September 1, 2016 to April 30, 2017

May 1 to August 31, 2017

PRIDE REPRESENTATIVE

Tanysha Klassen

Christen McDonald

September 1, 2016 to April 30, 2017

May 1 to August 31, 2017

WOMEN'S REPRESENTATIVE

Iman Abdulla

Telka Pesklevits

September 1, 2016 to April 30, 2017

May 1 to August 31, 2017

REGULAR & STUDENT STAFF

CAMPUS LIFE COORDINATOR

Deepa Singh

COLLEGE RELATIONS & MEMBERSHIP OUTREACH COORDINATOR

Tracy Ho

COQUITLAM ORGANIZER

Delaney Sullivan (as of November 15, 2016)

EXECUTIVE DIRECTOR

Steven Beasley

FINANCE AND SERVICES COORDINATOR

Roxanna Matasa

OFFICE COORDINATOR

Ashley Gordon

ACTIVITIES ASSISTANT

Nusaybah Megarief (until May 1, 2017)

OFFICE ASSISTANTS/STUDENT STAFF

Danielle Bouteau

Kyle Maddox

Nusaybah Megarief

Katrina Tran

Meghan Weisgerber

BOARD OF DIRECTORS ELECTIONS AND ORIENTATION

The Students' Union held its annual election between February 8 and March 10, and a single slate of candidates ran for office. After five days of voting across both campuses, 635 members cast ballots. There were not disqualifications.

The Students' Union's 2017 Board Orientation was held May 11, 12 and 13, in Harrison Lake. The sessions were assisted by incoming BC Federation of Students Secretary-Treasurer Phoebe Lo Patigdas and Vancouver Community College Students' Union Executive Director Jenelle Davies, and the meeting was attended by Douglas College Director of Student Affairs Duane Siebel. Sessions held at the meeting taught Board members about the Students' Union's structures and finances, the legal responsibilities of directors, and the staffing and labour relations responsibilities of directors. The board used the time to develop a set of basic goals and plans for the year ahead.

STRATEGIC PLANNING

2016/17 marked the second year in which the Board has developed a formal strategic plan document. The fiscal year and the term of the board of directors do not align so for much of 2016/17, the Board operated under the plan adopted in the previous year. On June 1, 2017 a planning day was held for the 2017/18 strategy.

On the planning day, members of the Executive and staff were joined by BC Federation of Students Chairperson Simka Marshall to evaluate the past year's plan, and develop updates for the coming year. Strengths, weaknesses, opportunities, and threats were identified and annual goals were synthesized into a document with ten areas on which the Board would be active. Emerging themes include expanding communications and engagement with members, continuing to improve presence at the Coquitlam Campus, increasing membership engagement on institutional decision making, and formalizing governance structures for constituency collectives. Securing improved and expanded space at the Coquitlam Campus

to better serve the membership continued to be a primary focus of the Board.

POLICY AND BYLAW UPDATES

A major undertaking in 2016/17 was the reformatting and amendment of the Students' Union's policies, and changes made to the organization's bylaws.

BYLAW CHANGES

As noted above, the Students' Union transition to the new BC Societies Act in 2016/17 and this necessitated several changes to the bylaws. In addition to those changes, the Board of Directors put forward motions to change executive director positions, update executive director job descriptions, make signing officers more accountable, and make the bylaw on fees more transparent, among other changes. Nearly one-third of the bylaws were reviewed and updated in 2016/17 as part of a three-year process to modernize the Students' Union's central governing document.

POLICY CHANGES

The Board of Directors made major changes to the Students' Union's policies in 2016/17 to bring the documents up-to-date, and make the internal structures of the Students' Union more functional and accountable. Changes in 2016/17 included updates to the Students' Union's election policy, committee structures, financial policies, club policies, and operating rules. The work focused on both updating existing policy language and creating new policies to fill identified gaps.

STAFFING

STAFFING CHANGES

Early in the 2016/17 year the Students' Union moved to fill the long-vacant role of Coquitlam Organizer. The position was

used to both provide additional resources in Coquitlam, but also to focus on the Students' Union's membership outreach and clubs administration work. Accordingly, the additional resources were used to address three strategic goals identified by the Board. The position was filled following a six-week search and Delaney Sullivan, former Kelowna Campus Organizer for the Okanagan College Students' Union, was hired for the position.

In February 2017 the Students' Union applied for and received a grant as part of the federal government's summer student employment program. The funding provided support for a summer employee to work on soliciting and coordinating discounts for the International Student Identity Program. The Students' Union hired UBC student Sierra Wylie who worked between June 12 and August 31, 2017.

EXPANSION OF STUDENT STAFFING

In addition to the positions noted above, the Students' Union maintained student staff to work at both the New Westminster and Coquitlam offices and provide front-line service to members. Student staffing was expanded towards the end of the year to test a model of having both the New Westminster service desk and Coquitlam kiosk fully staffed by students. This undertaking is meant to both support student jobs on campus, and optimize staffing resources of the Students' Union.

STAFF MANAGEMENT ISSUES

The 2016/17 year was a very positive one for labour relations at the Students' Union. There were no grievances filed by the union, or management initiative issues brought forward. The Board of Directors is very appreciative to the staff in working collectively and collaboratively to develop an improved working environment.

MEMBERSHIP COMMUNICATIONS

THE OTHER PRESS

The Local maintains a regular full-page advertisement on the back page of the student paper, The Other Press. During the year this space was used to advertise events, campaigns and services, as well as membership decision-making venues like elections and the general meeting. The Students' Union maintains this advertising space as a means to promote its activities to members, but also as a way to provide direct support to the student press.

In addition to the advertising, the Students' Union regularly works with student journalists to provide comments on stories being written about the Students' Union, campus life or education issues. In 2016/17, the Board of Directors maintained an openness to work with the Other Press on a variety of subjects, while not seeking specific coverage in respect of the role of student journalists as the creators and directors of content.

SOCIAL MEDIA

The Local continues to focus a great deal of its membership outreach strategies on social media platforms, specifically Facebook, Twitter, Instagram, and the DSU App, to regularly communicate with members. In 2016/17, the Students' Union collected names for the creation of a comprehensive local mailing list during its welcome events, and was able to compile a list of more than 1,000 members between August 15 and September 15.

In the summer of 2017 the Students' Union entered discussion with Douglas College regarding the creation of a new DSU App feature that would provide an

online simulated orientation experience for members not able to attend orientation in person. The discussions expanded into consideration of a partnership on the DSU App under which the platform would be opened up to Douglas College content, a development that would make it exponentially more valuable to members. Those discussions are ongoing in 2017/18.

E-NEWSLETTER

The Students' Union used e-newsletters as a means of communication and membership outreach strategy throughout the year. Newsletters were issued on roughly ten times between September 2016 and April 2017 and featured content on events, services and campaigns. The newsletter component of the Students' Union's membership outreach was suspended by the Board in Summer 2017 due to poor open and click-through rates. The Students' Union instead focused its outreach on other strategies.

WEB PLATFORM

In 2016/17 the Students' union undertook an update of its existing web platform to better organize content and enable easier navigation. The project revealed the need to completely redevelop the Students' Union's website to meet the needs of members. In Summer 2017 the Board launched a project to completely replace the existing website with a new platform that will integrate with existing technologies of social media, Nation Builder and OOHLALA, and will add new components using Google Forms, Basecamp and Drop Box. The new site will serve as a repository of necessary information about the Students' Union, and also as an online service and action center for members accessing services, engaging in advocacy work, and interacting with campus clubs. The new site is being built by the New

Westminster firm Forge and Smith, and is projected to be complete within six months.

UPDATED BRANDING AND MATERIALS

The Students' Union undertook an update of its existing branding in 2016/17 in order to make its branded images and names more flexible to different uses. This work ultimately produced improved branded materials that were more popular with members than those produced in preceding years. With the updated branding, the Students' Union produced new custom tents and table cloths. Unlike the old materials and previous branding, the new material removed the references to the corrupt and dysfunctional Canadian Federation of Students, with whom the Students' Union no longer felt comfortable co-branding itself.

As with the website, this initial updating work lead the Board to decide that a full rebranding of the Students' Union was required to create a new, more modern set of images and logos that were better suited to the range of campaigns, events and services undertaken by the Students' Union. Rebranding work for the Students' Union is occurring as a parallel process to the web development work.

FINANCIAL MANAGEMENT

AUDITED FINANCIAL STATEMENTS

The Students' Union's fiscal year is September 1 to August 31. Each September and October the Students' Union prepares its annual financial statements for auditing, a process that occurs in November and December each year. The following January the audited statements are adopted by the Board and forwarded to the membership at the annual general meeting.

2015/16 AUDITED FINANCIAL STATEMENTS

The Students' Union's 2015-16 financial statements were prepared on time and audited prior to December 2016. The statements, along with the auditor's report was presented to the annual general meeting held February 2, 2017.

2016/17 AUDITED FINANCIAL STATEMENTS

Work on the 2016/17 financial statements began in late August 2017 and the bulk of the statement and audit preparation was completed by November 1, 2017. The first draft of the audit was provided in late December 2017, and significant work was undertaken in this year to update the language in the notes and ensure that the document was as clear and transparent as possible. The audited financial statements and report of the auditor were adopted by the Board of Directors on January 22, 2018.

DUES COLLECTION

The Students' Union collects its fees through automatic assessment and collection by Douglas College in accordance with the College and Institute Act. The Students' Union also uses the same mechanism to collect fees on behalf of the Canadian Federation of Students, BC Federation of Students, and the Other Press.

STUDENTS' UNION FEES

The Students' Union fees were increased in 2016/17 by the rate of change in the consumer price index for Vancouver per the Students' Union's bylaws. Increases in fee amounts beyond inflation that have or will be experienced in each of 2015/16, 2016/17 and 2017/18 reflect increases to the Students' Union's membership (via enrolment).

BC FEDERATION OF STUDENTS FEES

The Students' Union collects fees on behalf of the BC Federation of Students consistent

with Douglas students' membership in the Federation.

In 2016/17 the fees for the BC Federation of Students were increased by the rate of inflation per the organization's bylaws. A one-time adjustment was made to the BC Federation of Students' fee structure that members are required to implement before the end of 2018, and this change reflects the ongoing failures of Canadian Federation of Students (CFS) to complete its mandate and the requirements that the BC organization step in to offer services and campaigns previously performed by CFS.

CANADIAN FEDERATION OF STUDENTS FEES

The Students' Union collects fees on behalf of the Canadian Federation of Students (CFS) consistent with its membership in the Federation.

In 2016/17, fee collection for CFS continued despite concern among the Board that the CFS had ceased to function democratically, and despite the CFS taking prejudicial action against the Douglas Students' Union in several ways which may affect wither membership in CFS continues. Accordingly, the Board of Directors has upheld a past practice that ensured the correct CFS fees were being collected by Douglas College, and then withheld those fees from Canadian Federation of Students(-Services).

Shortly after the close of the 2016/17 year the Board of Directors instructed legal counsel to advise on the continued collection of CFS fees given that several examples exist of member students' unions paying no fee or a reduced fee outside the rules of the bylaws. In such a circumstance, Douglas students have vastly overpaid for membership in the past 25 years compared to students from other colleges and universities. The Students' Union is also seeking legal options regarding

the existing funds held in trust and how they may be dealt with.

CANADIAN FEDERATION OF STUDENTS

The Douglas Students' Union is a member of the Canadian Federation of Students, a national organization that is meant to provide services and advocacy. Since 2014, the CFS's operations have been in disarray, its services disorganized and failing, and has been without any meaningful, let alone successful, campaigns. These issues are document elsewhere in this report. A central issue of concern with the CFS since 2014 has also been its lack of democracy and transparency, and the extent to which some directors and staff have circumvented the organization's bylaws and rules to essentially run the operation for their own benefit. These issues are well-documented in the BCFS Executive Committee reports available on the BCFS website (BCFS remains the BC Component of CFS under CFS's democratic structure and the reports can be found here: <http://www.wearebcstudents.ca/member-resources>). The BCFS accounts lay out the ways in which BC members have had their rights stripped, and the number of ways CFS staff and other personnel are regularly in contravention of the governing legislation.

In 2016/17 the Board identified the situation with CFS as a major threat to the organization. Not only was the Students' Union collecting money for CFS, but actions by Douglas and other BC students to bring accountability back to CFS had been met with abusive attacks. CFS general meetings had become unsafe spaces, and attempts to bring light to the corruption and illegal behaviour were met with threats of legal action and intimidation tactics.

The Students' Union decided to meet this behaviour head on in two ways: first to attend CFS general meetings and seek to have issues addressed, second to invite Douglas members to begin the process of leaving CFS.

CFS ANNUAL GENERAL MEETING (NOVEMBER 2016)

The Students' Union sent two delegates to the 2016 National Annual General Meeting. Delegates verbal report to the Board of Directors described the meeting as completely disorganized, focused on self-congratulatory presentations, with members of the National Executive explicitly seeking to stifle any real debate. Delegates reported that the National Executive and staff refused to answer questions regarding a forensic review/audit that had been conducted of a secret account held by the CFS that was never accounted for in the books. Delegates also reported that a small group of delegates supporting the current entrenched establishment of the organization was able to filibuster the closing plenary session to avoid any consideration of the National Executive Report (including the section of the meeting at which the National Executive must answer members' questions). This tactic also prevented the consideration of the report from the Organizational Services and Development Sub-Committee (OSD), which contained several mechanisms presented by BC members to restore democracy and fairness. Refusing to consider the OSD Report meant that what little debate that was to occur on the internal structures of the organization was avoided altogether.

One issue of note in particular was a motion served by the Vancouver Island University Students' Union which sought to have two years of membership fees waived due to

the failures by the National Executive to follow the bylaws. Supporters of the National Executive sought to have the motion ruled out of order in the Opening Plenary Session (the beginning of the general meeting), but this failed when a number of BC delegates used the bylaws to explain why the motion was in order. This motion was among the internal issues not addressed in the Closing Plenary Session due to the aforementioned filibuster. This is an example of the items noted in the finance section of this report related to ways in which Douglas students have been paying fees to CFS when they organization is not following its own bylaws and while other students are paying less, or nothing at all.

CFS SEMI-ANNUAL GENERAL MEETING (JUNE 2017)

The Students' Union sent four delegates to the 2017 CFS Semi-Annual General Meeting, held from June 4 to 7. Delegates were disgusted by the shameful behavior of the National Chairperson, National Deputy Chairperson, and National Treasurer both at and in the lead-up to the general meeting. The work of the Students' Union at this meeting built on the experiences at the past meeting in November 2016, and sought to specifically address issues of corruption directly through serving resolutions to the meeting, as is its right under the governing legislation and the bylaws. A full report was provided following the general meeting, the text of which forms the basis for this section of the annual report.

The Students' Union served two motions to the general meeting that were purposefully excluded from the motions package sent to member locals in advance of the meeting. Following the issuance of second notice for the meeting, and more than 20 days after the Students' Union was given confirmation

of receipt of the motions by National Treasurer Peyton Veitch, the Students' Union received legal correspondence from the CFS lawyer Todd Burke asserting that the motions were out of order and, in some parts, defamatory. The Students' Union held the position that regardless of Mr. Burke's opinion, no one could rule a motion out of order outside of a general meeting. Further, the motions referenced the inappropriate actions of the full-time elected members of the National Executive, and called Mr. Burke's own actions into question regarding his recent attempts to assist the CFS in illegally collecting BCFS membership fees. Though Mr. Burke refused to disclose on whose behalf he was operating, surely those providing him direction were in a conflict of interest, as he may also have been. The Students' Union was forced to retain legal counsel and proceeded to defend its membership rights without success. The Students' Union would eventually serve a re-written version of one of its two motions as an emergency resolution; however, the motion was never introduced during the plenary session. Like the 2016 general meeting, the CFS insiders used their access to resources to simply deny a fundamental right of membership to Douglas students.

The summary of the delegates accounts of the June 2017 national general meeting were forwarded to the BCFS for inclusion in the 2017 version of their accounts of the CFS's actions. Low points of the meeting presented to the Students' Union Board included the following:

- The National Chairperson Bilan Arte's use of her opening remarks as a bully pulpit to encourage delegates to shame those from BC member local unions over efforts to bring accountability to the organization, a clear attempt to make the general

meeting an unsafe space for BC member local association representatives;

- The plenary sessions were manipulated by the current establishment to limit questions for the National Executive, and there was an obvious intentional omission from the reports of the national executives on internal, financial, legal and membership issues;
- Through both verbal reports and a refusal to answer questions, current National Executive members misrepresented use of funds from the 'secret bank account' as non-core activities of the Federation, and attempted to characterize the use of those funds as illegal, while simultaneously refusing to investigate the supposedly illegal activities;
- There was an outright refusal to acknowledge and report on the end recipients of the funds from the 'secret bank account' when the information was readily available and a number of those individuals remain employed or elected within the CFS;
- There was election fraud committed in the elections at the National Aboriginal Caucus meeting in May at which the rules of election were broken to favour a candidate chosen outside the Circle of First Nations, Métis and Inuit Students (this is the second such occurrence of electoral fraud within this Caucus in two years);
- There was an observable manipulation of the elections of the Students' with Disability Constituency Group through the recruitment of delegates who do not participate in the Constituency Group to attend the final meeting of the Group to simply block a delegate of Local 98, the

University of Toronto Students' Union, from being elected to the National Executive;

- There was a coordinated effort by the Chief Returning Officer to interfere with the ability of scrutineers to take notes about potential discrepancies, errors or process violations during vote counting;
- There was a continual allowance by the Plenary Speaker and sub-committee meeting chairs of dilatory and improper amendments to motions as a means to thwart the progress of the meeting;
- The Organizational and Services Development Sub-Committee Chair Gayle McFadden, allowed multiple improper motions to re-order the agendas adopted by Plenary to avoid discussion of Federation services, and to set a priority for the consideration of resolutions before the committee out of the first-served, first considered protocol on which the CFS's democracy is based; and
- Identity politics was shamefully, overtly and obviously used as a means to subvert attempts to hold the CFS accountable for the corruption and inaction that characterizes the last quarter decade of the organization's existence.

In consideration of the Students' Union's participation in the meeting, the value of having been present was certainly apparent. The representation of the Students' Union was beneficial as it provided additional evidence to the ongoing timeline that exists within the BC Executive Committee reports. The presence of the BC member local associations forces the small group running the national organization into tenuous positions that strengthen the BC member local associations' case of leaving

the organization and legal standing under the Canada Not-for-Profit Corporations Act.

The Students' Union was also pleased that delegate Armutlu was elected as the College and Institutes Caucus Representative on the National Executive. Though the Board of Directors would have preferred to support a candidate from elsewhere, there were a lack of other options—in part because College of the North Atlantic Students' Union, CFS Local 46, was not in attendance, and also because the then-College and Institutes Caucus Representative was not informed of the dates of the national general meeting following a dispute over alleged election rigging among CFS Newfoundland and Labrador.

DECERTIFICATION PETITION

The Students' Union worked with members in the Winter 2017 semester to complete the necessary petition to trigger a vote on membership in CFS. The petition contains more than 2,000 names and signatures of Douglas students and was submitted to CFS in April 2017. Sent through registered mail, the Students' Union knows that the petition was received on April 26, 2017; however, the CFS did not reach out to the Students' Union to acknowledge receipt until late August 2017. The CFS is required under the organization's bylaws to undertake a verification process within 90 days of receipt of a petition. At the close of the 2016/17 year, the petition had not been verified.

Following the close of the 2016/17 year, the Students' Union worked with Douglas College to make a verification process available to CFS, but CFS refused to sign the College's required confidentiality letter that would protect the privacy of students' information. As of the publication of this report, the CFS has still not undertaken

a verification process and is seemingly ignoring the will of the students at Douglas to seek a decertification process.

BC FEDERATION OF STUDENTS

Douglas students are members of the BC Federation of Students (BCFS), a BC-wide organization that functions as the provincial students' union. The BCFS's democratic structures enable each member local students' union to have one voting member of the BCFS Executive Committee, and to send a delegation to each general meeting. The Executive Committee implements the will of members as decided at general meetings of which there are two per year. The Executive Committee also contains six generally elected position, which are selected delegates at each annual general meeting.

GENERAL MEETINGS

35TH ANNUAL GENERAL MEETING (JANUARY 2017)

The Students' Union sent board members Armutlu, Hundal, Klassen, Mazurek, Tom, and Wittayaworapat, along with staff person Tracy Ho, to the general meeting. Delegates were pleased with the workshops and sessions provided, and valued the decisions made. Students' Union Board member Aran Armutlu was elected the BCFS Campaign Coordinator at the meeting

72TH SEMI-ANNUAL GENERAL MEETING (JULY 2017)

The Students' Union sent Board members Armutlu, Ataiza, Hundal, Hutchison, Klassen, Pesklevits, along with staff person Delaney Sullivan, as delegates to the July 2017 BC General Meeting. Delegates found the meeting productive and were pleased with decisions made.

EXECUTIVE COMMITTEE

Between September and November 2016, the Douglas representative to the Executive Committee was Iman Abdulla, the Students' Union's Women Students' Representative. Abdulla was replaced in late 2016 by Tanysha Klassen, who served until the new Board term beginning May 2017. Between May 2017 and the end of the fiscal year Douglas students have been represented on the Executive Committee by Telka Pesklevits.

33RD ANNUAL SKILLS DEVELOPMENT WEEKEND

Skills Development Weekend is a three-day training symposium put on annually by BCFS to help directors learn their new positions, as well as the range of skills they need to function as directors. The Weekend covers basic information on financial management, contract law, human resources, campaigns organizing, strategic communications, planning, lobbying and membership outreach. The event is held each May/June.

In 2016/17 the majority of Board members attended the Skills Development Symposium along with two staff members. Directors reported that the symposium was very helpful in providing necessary skills and knowledge.



SERVICES & FACILITIES

HEALTH AND DENTAL PLAN

The Students' Union's health and dental service is provided by the insurer Great-West Life and brokered by Gallivan and Associates as part of a five-year agreement signed in 2013. Gallivan and Associates is a subsidiary of the publicly traded company People Corporation.

2016/17 SERVICE PROVISION

There is little to report on the service provision in 2016/17. The Students' Union operated the service with no change in benefits or cost to members.

SERVICE EXTENSION AND CARRIER CHANGE

In summer 2017 the Students' Union undertook a review of the carrier services received from its benefits provider, Great-West Life. The Students' Union's retention of Great-West Life was entirely the result of working with the broker Gallivan and Associates who regularly uses Great-West Life to provide benefits to its student organization clients. The Students' Union's review prompted the Board to seek additional quotes on carrier services, and, based on those quotes, selected Green Shield Canada to provide carrier services for the 2017/18 and 2018/19 years. As part of the change, the Students' Union also extended its existing broker agreement with Gallivan to conclude in the 2019/2020 year.

BENEFITS IMPROVEMENTS FOR 2016/17

Changes to the insurance carrier were made alongside changes to the benefit plan to provide increased services to members. The dental component of the plan saw an increase of 20% to the overall cap in dental charges, raising it from \$500 per year to \$600. The paramedical service were improved by removing regressive requirements for physician consultation on basic services, and lifting a combined paramedical cap. Improvements were also made to increase coverage for eye appointments and vision products.



MYWELLNESS SERVICE INVESTIGATION

The Students' Union currently purchases a proprietary service of its broker that is made available to all members, but only paid for by those charged for the health and dental plan. This service is an online resource hub for mental wellness, and provides basic information along with self-diagnostic resources. Upon an internal review in 2016/17, the Board of Directors became skeptical as to whether the benefits of the service justified the cost charged to students, and became concerned that students may be paying for access to information that was readily available on a range of public sites. In renewing with Gallivan and Associates, the Board only agreed to participate in the MyWellness program for an additional year to allow time for an informed, external review by a third-party consultant.

MEMBER HANDBOOK AND DAYPLANNER

The Students' Union produces its annual handbook through a service of the BC Federation of Students. Previously the handbook was produced by CFS, but in 2015/16, the Students' Union switched to the provincial service, along with all the other CFS schools in BC, due to issues with CFS' service delivery. Since moving to the BC Federation of Students, the Students' Union price has stayed stable, while service levels increased. Specifically, while CFS books have been delivered weeks late to schools in Ontario, BC Federation of Students handbooks have been delivered earlier in the year, allowing the Students' Union to distribute handbooks during August orientations. Additionally, CFS applied strict deadlines to content submission and charged extra fees to those who were late,

which BC Federation of Students provides a more flexible schedule without regressive penalties and back-door charges.

2016/17 HANDBOOK PRODUCTION

The Students' Union ordered 11,000 handbooks for the 2016-17 year through the BC Federation of Students' service. The finished books were delivered earlier than expected, and in advance of August 2016 orientation events. The Board was pleased with the quality of the 2016/17 book and members expressed appreciation for the updated design.

As of December 31, 2016, the Students' Union had nearly 4,400 books remaining for the Winter 2017 and Summer 2017 semesters, and by the end of the year the Students' Union had approximately 1,000 handbooks left over.

2017/18 HANDBOOK PRODUCTION

Given the surplus of books in 2016/17, the Students' Union reduced its order for 2017/18 to 10,500. Additionally, based on member feedback, the Board of Directors decided to reduce the size of its section from 32- to 16-pages (the section in the book with information about the College and the Students' Union). With the funds saved by reducing the local section, the Students' Union invested in a new feature to list important dates in the calendar pages so that each handbook comes with a series of events, College dates and other items pre-loaded into the calendar. The 2017/18 handbook order arrived before the end of August 2017.

STUDENT DISCOUNTS

The Students' Union provides student discounts through the International Student Identity Card (ISIC) service of the Canadian

Federation of Students, which is facilitated in BC by the BC Federation of Students. In recent years the Students' Union largely failed to participate in the service due to the failures of CFS to provide national discounts or necessary supplies and support to make the system of discounts work. Discounts are solicited each summer for the following twelve months so those discounts available in 2016/17 were those negotiated in the previous year.

SOLICITATION OF DISCOUNTS FOR 2016/17

As noted, the Students' Union has largely failed to solicit ISIC discounts in recent years, and identified the solicitation of discounts for the 2016-17 as an organizational goal. Upon initiating discount solicitation in 2016/17, it became clear that there was a lack of institutional knowledge about the neighborhoods and types of businesses that were best to target within the Students' Union's service area. Consequently, only ten discounts were solicited in New Westminster and Coquitlam for 2016/17.

2016/17 ISIC DISTRIBUTION

The Students' Union issued 749 ISICs between September 1, 2016 and the end of the reporting period. This number represents approximately 6.5% of the total membership, and approximately triple the amount issued in 2015/16. Sadly, the ISIC printer broke down in late March, and the CFS office did not provide a way to fix it. In fact, CFS demanded that the Students' Union send the broken machine to its offices in Ottawa, but made no commitment to provide a replacement or to return it fixed by a set deadline. CFS representatives insisted that no firm in Vancouver could fix the machine.

The printer remained broken for much of the summer until the Students' Union

used its own resources to fix the machine. Contrary to CFS' insistence, there is a firm in Vancouver that is able to fix the ISIC printers and the Students' Union paid to have the machine serviced. Sadly, the machine broke again a few months later and again CFS is refusing to repair or replace it, but seeks its return to Ottawa. As of the printing of this report, all CFS-supplied ISIC printers in BC are non-functional.

SOLICITATION OF DISCOUNTS FOR 2017/18

As early as February 2017 the Students' Union began the work of expanding discounts available to members across suburban Vancouver. The Students' Union hired a temporary employee to lead the solicitation process with a focus on discounts in New Westminster, Surrey, Burnaby and the Tri Cities. The Board set a target of between 50 and 75 quality discounts, but prioritized quality over quantity in terms of discount value and usefulness. At the conclusion of the solicitation process in August 2017, 58 discounts had been secured.

FUTURE PARTICIPATION IN ISIC

In the past two years, the Students' Union undertook honest efforts to renew its support for the ISIC program, and help make it work for members. However, the Board has observed the failure of CFS to maintain the issuing system for cards, and not undertaken the necessary national work to make the ISIC a valuable service for students in Canada. The Students' Union will spend time in 2017/18 investigating other vehicles for the provision of student discounts to Douglas members.

MEMBERSHIP DEVELOPMENT MATERIALS /MEMBER SUPPLIES

FALL 2016 MATERIALS

In summer 2016, the Students' Union ordered roughly \$22,500 worth of items from the BC Federation of Students' ethical bulk purchasing service including pens, highlighters, USBs, water bottles, tumblers, shirts, sweatshirts, notebooks and buttons. The Students' Union was pleased with the ordering portal, the selection of products, the artwork processing, and delivery timeline. The products were of good quality, and were well-received by members. The fall 2016 materials featured significantly improved graphics and artwork over past materials produced by the Students' Union, and were thusly more popular than past items.

WINTER 2017 MATERIALS

In December 2016, the Students' Union ordered \$10,000 worth of items including shirts, portable phone chargers, phone case pockets and Swell-style water bottles. The items arrived on time and were very well received by members. The materials were used to promote events and as prizes for members.

2017/18 MATERIALS

The Students' Union ordered more than \$20,000 of materials for the coming year in July 2017, and again used the BC Federation of Students' service to order t-shirts, two types of water bottles, lanyards, coffee tumblers, pens, and cellphone pockets. The Students' Union also worked directly with Fairware to order ceramic coffee mugs and sweaters. As with previous orders, the Students' Union worked diligently to develop improved designs that would be popular with members and make the promotional

materials more like items members could use and wear on a day-to-day basis.

OOHLALA MOBILE APPLICATION

The OOHLALA mobile app is provided to Douglas members in the form of the DSU app. The App serves an important function in providing an avenue of communication between the Students' Union Board and its members, reported on under the Internal Affairs and Finance section of this report. In addition to its membership development functions, the app also provides a valuable service to students.

USAGE

The Students' Union began the 2016/17 year with nearly 20% usage among members, and that number had increased to 25% by the end of the year. Douglas continues to be a leader in app usage in Canada, with one of the most broad and active communities of users.

SERVICE IMPROVEMENTS

STUDENT MARKETPLACE

The addition of a marketplace forum on the App has enabled the Students' Union to facilitate a variety of transactions between members including the sale of textbooks, the recruitment of tutoring services and the advertising of accommodation. This forum facilitates member-to-member exchanges, which, unlike many Students' Union used books sales and other advertising forums, is free of any charge to students.

ORGANIZATION AND DESIGN

The App was given a facelift in the summer of 2017 that included re-designed tiles and re-organization of functionality. Notable changes were improvements to how events were categorized and displayed,

the re-organizing of how clubs, collectives and college groups were categorized and displayed, and the inclusion of a volunteer sign-up form. The new format and functionality enables a QR scanner and event check-ins to run contest for swag items.

INTEGRATION WITH DOUGLAS COLLEGE

In 2016/17, the Students' Union worked with the College to better integrate the app more broadly into campus life at Douglas. In September 2016, the App was used to support the College's leadership program as members used the App to sign-up and pay for their participation at EDGE. In summer 2017, the Students' Union began the process of working with interested College departments to place tiles on the App in order to make their services more accessible to students. Moving into the 2017/18 year, the Students' Union worked with the Office for New Students to develop an online orientation module for the Fall 2018 semester.

U-PASS BC

As noted previously in the report, the Students' Union worked collectively with other students' unions in the lower mainland in 2016/17 to secure a renewal of the U-Pass BC program. The program was renewed by the BC government with funding and existing pricing extended for two additional years. Accordingly, the Students' Union will continue to facilitate this service, in partnership with Douglas College, with frozen rates through to December 31, 2019.

STUDENTS' UNION BUILDING AND SPACES

MEETING ROOMS

Beginning in June 2016, work began to revitalize storage spaces in the Students' Union building. Upon commencing this work, the Board of Directors found that many items were in need of removal, and storage spaces could be converted to student meeting rooms. Work to create new meeting rooms occurred throughout 2016/17 and produced substantial improvements in meeting and study space bookable by members.

STUDENTS' UNION LOUNGE

The Students' Union Lounge is located on the third floor of the Students' Union Building at the New Westminster Campus. It includes tables, lounge chairs, games and TV/gaming facilities. Improvements to the Lounge were made in summer 2016 and began a Board conversation about how the space could be better designed and how additional improvements could be made to make the Lounge substantially more inviting and useful. In summer 2017 the Board began this work by removing outdated equipment from the kitchen space and recruiting Terra Asset Management, a firm specializing in helping non-profits with renovations, as a project consultant. Much of 2017/18 will be focus on envisioning the improvements to the space, and work should begin in the summer of 2018.

COMPUTER LAB AND PRINTING SERVICES

The Students' Union maintains a computer lab in the Students' Union Building. As part of the Computer Lab, the Students' Union facilitates a printing service, as well as offers banner printing. There were no

substantive changes to the computer lab or printing services in 2016/17 other than the purchase of a new printer/copier for the New Westminster computer lab.

STUDENTS' UNION OFFICE SERVICES

The Students' Union maintains service counters at both the Coquitlam and New Westminster campuses. There were no substantive changes to office services in 2016/17.

STUDENTS' UNION LOCKERS

The Students' Union manages the Douglas College locker service and charges a small fee for locker rentals. There were no substantive changes to locker services 2016/17.

COQUITLAM LOUNGE

The Students' Union maintains a student lounge space on the Coquitlam Campus. This space is shared with Student Engagement and as reported earlier in the report, work was undertaken in 2016/17 to seek additional space from Douglas College with \$750,000 of funding reserved by the Students' Union to fund space improvements in Coquitlam.

While waiting for the opportunity to expand operations in Coquitlam, the Students' Union improved the Coquitlam Lounge space by working with the College's Centre for Educational and Information Technology to enable printing in the space. The three computers in the Coquitlam Lounge were connected to an on-site printer and networked to students' Douglas College printing account.

One additional improvement was the creation of a new office space in the Lounge that enables Students' Union staff to work at the Coquitlam campus, thus returning

staffing resourcing to members at that campus.

STUDENTS' UNION STUDY HALLS

The Students' Union developed a new service, Study Hall, in 2016/17. The new service converted existing poorly used spaces into dedicated study spaces around each period of final exams. The spaces were resourced with free coffee and snacks, and were held open longer than regular hours. Further, non-studying activities that would disrupt students seeking to prepare for exams were suspended. The new service was popular with members and work in 2017/18 focused on how the service could be improved and brought into other campus spaces.

FOOD SECURITY SERVICES

FINANCIAL AID

The Students' Union undertook a review of its awards, bursaries and emergency aid programs in 2016/17 with the goal of modernizing terms of reference, focusing aid on financial need, and ensuring that access to aid was not restricted by program or domestic versus international student status. A major improvement to financial aid was the vast expansion of the Students' Union's emergency aid funds, which involved both securing increased funding from the BC government and investing more Students' Union funds.

FOOD BANK

The Students' Union maintained its food bank service at each campus in 2016/17, and developed enhanced guidelines for its operation. The new structures seek to provide information and resources in addition to food to better enable members to make use of cheap foods, and seek

additional assistance off campus. The changes will be implemented in 2017/18.



