

STUDENTS' UNION BOARD OF DIRECTORS  
JANUARY 2019

# ANNUAL REPORT /// 2017-18 YEAR

DOUGLAS STUDENTS' UNION  
LOCAL 6 | BC FEDERATION OF STUDENTS



# EXECUTIVE SUMMARY

This report contains a great deal of detail to aid members consuming the information, this executive summary will provide a list of highlights from the work conducted in 2017-18.

## CAMPAIGNS

- 500+ emails to Douglas College instructors to encourage them to adopt Open Educational Resources for the Open Textbooks Now! Campaign
- Contributed \$3,000 to the creation of the Douglas College OER Grant to support instructors to adopt Open Educational Resources
- Hosted 6 events during Weeks of ReconciliAction to launch the Reconciliation Through Education campaign
- Increased advocacy through Collectives by holding 21+ campaign events
- Campaign Victories: 10 new OERs being developed for Douglas College courses

## GOVERNMENT RELATIONS

- Meetings with three local Members of Parliament
- Meetings with four local Members of Legislative Assembly
- Meetings with the Mayor of New Westminster and city staff at Coquitlam
- Presentation to the BC Select Standing Committee on Finance and Government Services
- Presentation to the BC Fair Wage Commission
- Government Relations Victory: increase to the minimum wage to \$15.25 by 2021

## COLLEGE RELATIONS

- Improved relations with Douglas College administrators and governance bodies
- Increased student participation on College committees and working groups
- Advocated for and won reforms on College Board and Education Council Elections
- Advocated for and won improved food services at the New Westminster and Coquitlam campus

- College Relations Victories: freeze on Douglas College International tuition fees until 2021, partnership on Pride celebrations and collaboration on integration of College services onto the Douglas Students' App

## CAMPUS LIFE, VOLUNTEER AND CLUBS

- Increased campus engagement through events at both New Westminster and Coquitlam campuses
- Increased Dog Therapy events to twice a semester during the fall and winter semesters
- Increased support for clubs: increased funding by 20% to \$26,500 and increased equipment rental resources
- Successful fees referendum to increase clubs fee
- Increase in volunteer engagement and training with 170 members

## INTERNAL AFFAIRS AND FINANCES

- Updated bylaws on students' union records and job descriptions of non-executives board members
- Held a successful referendum to lower fees for the health and dental plan and to re-allocate membership fees to increase services and advocacy
- Launched a new website with improvements to functionality and accessibility to services, engaging in advocacy work and interacting with clubs
- Undertook a full update of the Students' Union logos and branding
- 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
- Expulsion from the Canadian Federation of Students

## SERVICES AND FACILITIES

- Successful referendum to lower health and dental fee by \$10 per student per year and increase health and dental benefits
- Successful rebranding of the DSU App to the Douglas Students' App and the inclusion of Online Orientation through partnership with Douglas College
- Creation of the Student Grant Fund through re-allocation of fees
- Approved renovation plans to improve the DSU Lounge and 1st floor
- Updated the Emergency Food Bank guidelines and converted the service to a food basket system



# CAMPAIGNS



## PROVINCIAL CAMPAIGNS

The Students' Union was very active in several campaigns throughout 2017-18, and contributed to important victories for students across the province. Over the year, 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 targeted to receptive audiences.

The Students' Union focused its work on the BC Federation of Students' campaigns, A Better BC, Open Textbooks Now, and Fairness for International Students, along with coalition and awareness

campaigns, Fight for \$15 and Let's Get Consensual. One of the priorities of the Students' Union in 2017-18 was supporting the advocacy and campaign efforts through the work of DSU Collectives.

## BETTER BC

The Better BC campaign is an interim umbrella campaign that bridged a period of time between the wrap up of the Squash the Squeeze campaign and the development of future advocacy on fees and funding issues and student financial assistance. A Better BC encompassed tuition fee free adult basic education, accessible and affordable childcare, no interest on BC student loans and a fair minimum

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wage for all workers.

Work on the Better BC campaign began early in the year with promotion at welcome events in September 2017. These were held across three days at both campuses and collected more than 600 signed postcards at the welcome events. The cards were well received by members who were particularly supportive of the demand around the elimination of interest on student loans.

## OPEN TEXTBOOKS NOW!

Previously a local campaign, the BC Federation of Students adopted Open Textbooks Now! as a provincial campaign in the 2017-18 year and brought the dialogue to campuses across the province. This campaign was modelled after the work at Douglas to increase OER adoptions on campuses and also featured a request that the BC government make a substantial investment in funding the creation of new open resources. In summer 2018, the BC Federation of Students passed a motion at the General Meeting to contribute \$30,000 to BC Campus to develop a province-wide OER.

The Students' Union has long been a participant in the Open Douglas Working Group, comprised of librarians, staff and faculty members to create support on campus for more OER adoptions at the College. In 2017-18, the Students' Union sought to increase work on the adoptions of OERs as a key objective. During Open Access Week in October 2017, a campaigning included included tabling and class talks at both campuses, a social media campaign that featured faculty champions of OERs and over 500 emails were sent to faculty members encouraging them to seek options to traditional and costly textbooks. During Open Education Week in March 2018, action focused on promoting the champions of OERs at Douglas and members engaged through tabling activities that included leaving notes of appreciation for leaders of OERs on campus.

Working with the Office of the Vice-President

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Academic, the Students' Union contributed \$3,000 towards the OER Grant to match the College's funds to assist faculty adoptions from conventional materials to OERs. In summer 2018, 5 awards were given to faculty members who will be developing OERs for courses at Douglas College and members will see the benefits in the next year.

## FAIRNESS FOR INTERNATIONAL STUDENTS

In preparation for planning and implementation of the Fairness for International Students campaign, the Students' Union engaged in preliminary work on campus. The Students' Union hosted an International Student Meet and Greet on September 27, 2017, at which over 75 members engaged in discussions on the unique issues that face them. These topics included housing, immigration, tuition fees and costs of attending post-secondary education in Canada, social life and culture, employment, and preparation before coming to Canada. Students enjoyed the format of the event, which included ice-breakers, games, food, and hearing personal experiences from the elected representatives that were also international members.

## RECONCILIATION THROUGH EDUCATION

The Truth and Reconciliation Commission (TRC) was created to investigate and respond to the serious effects that residential schools had, and continue to have, on survivors, their families, and on the families of those who did not survive. As a result of multiple hearings at which survivors and families shared their stories, the TRS produced a report with 94 calls to action for federal and provincial governments to begin addressing the destructive legacy of residential schools.

The Reconciliation Through Education campaign calls on the provincial government to implement the recommendations made by the Truth and Reconciliation Commission of Canada, and to encourage institutions to implement recommendations where possible.

The Students' Union prioritized seeking ways to

increase engagement with Indigenous members at Douglas College with much of the work led by the DSU Indigenous Students' Collective. In 2017-18 and for the first time, the Students' Union hosted Indigenous Students' welcome events on both campuses and featured a visit with an Elder, presentation of Federation campaigns and bannock tacos, as well as tabling for Orange Shirt Day. As in past years, the Students' Union hosted events to mark the Sisters in Spirit Vigils for missing and murdered Indigenous women and girls. The Students' Union also participated in the Walk for Reconciliation in Vancouver on September 24, 2017. All of these events were part of the Students' Union's Weeks of Reconciliation.

### 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 2017-18. 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. In February 2018, Premier Horgan announced that the minimum wage would be increased to \$15.25 per hour by 2021 through a series of incremental increases in the coming three years. While the Student's Union is pleased with the announcement, a shorter timeline for implementation would have meant sooner relief for members and families living near or below the poverty line.

### LET'S GET CONSENSUAL

The Students' Union promoted the campaign throughout the 2017-18 year as a means to promote consent culture on campus. Materials were distributed during welcome weeks and throughout the year at DSU Women's Collective events. The materials were well received and many members made personal commitments towards promoting consent culture by signing the Let's Get Consensual Pledges.

## FEDERAL CAMPAIGNS

Similar to its membership in the BC Federation of Students, the Students' Union had maintained membership in the Canadian Federation of Students (CFS) as a means to be active on national issues affecting Douglas students. Since 2014, the CFS has been nearly completely dormant on campaigns issues.

At the June 2018 National General Meeting, the Students' Union, along with all other BC member locals, were expelled from the CFS, as reported under the Internal Section of this report.

Due to the lack of federal campaigns, the Students' Union has been seeking out opportunities to directly lobby and meet with local Members of Parliament as reported in the Government Relations section of this report. The Students' Union is actively seeking ways to advocate in a meaningful way for members on a federal level and this work will prioritize into the 2018-19 year.

## LOCAL CAMPAIGNS

### BLACK HISTORY MONTH

The Students' Union created a visibility poster series for Black History Month in February that highlighted and celebrated the many achievements and contributions of Black Canadians who, throughout history, have done so much to make Canada the culturally diverse, compassionate and prosperous nation it is today. The poster series was posted for the entirety of the month and show cased at tabling events. Each week in February 2018, the Students' Union shared profiles of Black Canadians through social media to highlight and honour their contributions to Canadian society and achievements.

### INDIGENOUS STUDENTS' COLLECTIVE EVENTS

#### Sisters In Spirit Vigils

On October 3 and 4, 2017 the Students' Union held vigils at the Coquitlam and New Westminster

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campuses respectively to honour the lives of missing and murdered Indigenous women and girls. The Students' Union encouraged members to participate in the REDress project by contributing their hand prints to a canvas of a red dress. The event also featured a photo slideshow of the REDress project and a visit from an Elder who also conducted a smudging ceremony.

### National Indigenous Peoples Day

On June 19 and 21, 2018, the Students' Union participated in the National Indigenous Peoples Day celebrations hosted by Douglas College at the Coquitlam and New Westminster campuses respectively. The Students' Union tabled and handed out Reconciliation Through Education materials as well as encouraged members to share their thoughts on what reconciliation means to them on a graffiti wall.

## PRIDE COLLECTIVE CAMPAIGN EVENTS

### Coming Out Day

On October 11 and 12, 2017, the Students' Union held events at the New Westminster and Coquitlam campuses to mark National Coming Out Day. The 'Coming Out: An Evening of Shared Stories' event invited members of the pride community to share their personal coming out stories. The event also featured a compilation of videos of personal experiences of coming out.

### The Fight Isn't Over: Stonewall & Beyond

On November 23, 2017, the Students' Union held a film screening of 'Major!' at 'The Fight Isn't Over: Stonewall & Beyond' to mark the anniversary of the Stonewall Riots, bringing awareness to the history of Pride and to commemorate Trans Day of Remembrance.

### Queer Visibility Project

In February 2018, the Students' Union created the Queer Visibility Project that was a poster series profiling members of the community at Douglas College. The profiles included the members story in their own words. The poster series was featured throughout the winter 2018 semester at various events.

### Transgender Day of Visibility

On March 29, 2018 the Students' Union held an event to mark Transgender Day of Visibility. The event featured tabling and included profiles of notable trans people in history and pop culture, debunking myths about trans people as well as the UNLEARN materials from the BC Federation of Students.

### International Day Against Homophobia, Transphobia and Biphobia

On May 17, 2018, the Students' Union held an event to mark International Day Against Homophobia, Transphobia and Biphobia. The event included tabling that featured Bi-Sexual Mythbusters and the UNLEARN materials from the BC Federation of Students.

### Pride Flag Raising

On August 1 and 2, 2018, the Students' Union co-hosted with Douglas College Pride Flag Raising Ceremony at the Coquitlam and New Westminster campuses respectively. This was the first year that Douglas College has raised the Pride flag and many in the community were invited including local government representatives.

### Vancouver Pride Parade

On August 5, 2018, the Students' Union marched together with Douglas College and the BC Federation of Students in the Vancouver Pride Parade. This was the first time Douglas College participated in the parade and the Students' Union supported the event by coordinating volunteers and



members, supplying banners, t-shirts, decorations, placards and swag items. The DSU Hoop & Flow Club participated and contributed to the fun atmosphere.

### New West Pride Columbia Street Party

On August 18, 2018, the Students' Union participated in the New West Pride Columbia Street Party. Tabling activities included button making and featured the UNLEARN materials from the BC Federation of Students.

## STUDENTS' WITH DISABILITIES COLLECTIVE EVENTS

### Beyond The Blues

On October 5 and 12, 2017, the Students' Union participated in the College's Beyond the Blues event at the New Westminster and Coquitlam campuses respectively. The Students' Union tabled at the events and collected signatures to move the smoking area at Coquitlam and distributed UNLEARN materials from the BC Federation of Students.

### Miles for Mental Health

On October 15, 2017, the Students' Union participated in the Miles for Mental Health event hosted by the Canadian Mental Health Association. The walk was held at Queen's Park in New Westminster and the Students' Union provided water bottles to participants.

### Bell Let's Talk Day

On January 31, 2018, the Students' Union held an event to coincide with Bell Let's Talk Day to have a discussion about mental health. Members were encouraged to participate in dialogue around mental health by sharing mental health tips and how to fight stigma around mental health on 2 graffiti walls.

## WOMEN'S COLLECTIVE CAMPAIGN EVENTS

### International Day Against Violence Against Women and National Day to Eliminate Violence Against Women

On November 22 2017, the Students' Union held an event to mark the International Day Against Violence Against Women and National Day to Eliminate Violence Against Women. Members were encouraged to sign pledges to demonstrate their commitment to ending gender-based violence, the Let's Get Consensual campaign was promoted, as well as the Unlearn materials from the BC Federation of Students. A vigil to honour the women who were killed in 1981 at École Polytechnique was also held.

### Women's Sports as Politics

On November 14, 2017, the Students' Union co-hosted an event with Douglas College as part of their Intersections Series with Dr. Homa Hoodfar for the panel discussion 'Women's Sports as Politics'. The panel focused on examining the issue of gender as a barrier to politics and how sport is used to break down that barrier in Canada and around the world.

### Women's March

On January 20, 2018, the Students' Union participated in the Women's March with the at large representatives of the BC Federation of Students. The Students' Union supplied large posters and placard making materials to members.

### International Women's Day

On March 8, 2018, the Students' Union held an event to mark International Women's Day. The event featured tabling, the promotion of the Let's Get Consensual campaign, colouring, videos of prominent women in history, a button making station, and the UNLEARN materials from the BC Federation of Students.

## Women In STEM

During the week of June 18-25, 2018, the Students' Union created a poster and social media series 'Women in STEM' to celebrate and recognize the achievements of women in STEM (Science, Technology, Engineering and Math), the trailblazers that led the way and current innovators changing our future.

## Women's Collective Coffee Houses

Throughout the 2017-18 year, the Students' Union held the DSU Women's Collective Coffee Houses at both campuses to create a space for self-identified women to gather, make connections and support an inclusive campus community. Coffee and refreshments were provided at each of the coffee houses. Discussion topics included women's issues, current events, society and culture and ranged from identity, media portrayals of women and women in leadership.

# GOVERNMENT RELATIONS



## FEDERAL GOVERNMENT RELATIONS

The Students' Union sought to increase its government relations work in 2017-18, both to improve outreach to decision-makers representing Douglas' service areas, and to ensure that Douglas members were accurately represented to government. Meetings were held with a number of local-area members of parliament which are summarized below.

### MEETINGS WITH LOCAL MEMBERS OF PARLIAMENT

#### MP Ron McKinnon (Liberal)

On February 22, 2018, Students' Union representatives met with Ron McKinnon, Liberal MP for Coquitlam-Port Coquitlam regarding improvements in federal student financial assistance. MP McKinnon promoted implementation of grants for mature, part-time, and students with dependents

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as announced in the previous Federal Budget. Many Douglas College students will benefit and can see up to \$7,000 in new non-repayable grants.

On August 1, 2018, the Students' Union held a Pride Flag Raising at the Coquitlam Campus where Liberal MP McKinnon attended.

#### MP Randy Boissonnault (Liberal)

On August 8, 2018, Students' Union representatives attended a roundtable event with the Prime Minister's special advisor Randy Boissonnault, discussing issues faced by LGBTQ2S+ communities in Canada. At the event, there was a presentation on the history of the LGBTQ2S+ community. Other than the presentation there was little room for questions and local participants felt the event lacked genuine substance. The meeting was also attended by MP Ron McKinnon.

#### MP Peter Julien (NDP)

On August 2, 2018, the Students' Union held a Pride Flag Raising at the New Westminster Campus where New Democratic Party MP Peter Julien attended.

## PROVINCIAL GOVERNMENT RELATIONS

Early in 2017, the Students' Union developed a plan for meetings with local Members of Legislative Assembly (MLA), however events in the summer proved to be a barrier to accessing local representatives. MLA availability was not substantially increased in fall 2017 despite repeated efforts. Many local MLAs are also in ministerial positions thus making it even more difficult to schedule meetings.

### MEETINGS WITH LOCAL MEMBERS OF THE LEGISLATIVE ASSEMBLY

#### MLA Joan Isaacs (BC Liberal)

On December 6, 2017, Students' Union representatives met with Coquitlam-Burke Mountain

MLA Joan Isaacs. The meeting discussed key items in the Federation's submission to the Standing Committee on Finance and Government Services including eliminating tuition for Adult Basic Education and for the elimination of interest on student loans. MLA Isaacs expressed her clear support for free market economics and suggested other means to achieve the Students' Union's campaign goals using neoliberal policy mechanisms. Despite philosophical differences, representatives found several areas of agreement with the BC Liberal MLA.

The Students' Union received correspondence from BC Liberal MLA Joan Isaacs of Coquitlam-Burke Mountain regarding town hall events being organized in the lower mainland by the BC Liberal Caucus. Students' Union representatives attended all three events, held June 20, 21, and 22 in Coquitlam, New Westminster, and Mission, respectively. The town hall meetings were organized for a highly select audience of stakeholders, and discussed issues related to affordability. It was clear that the audience selected for participation was engineered towards a specific political viewpoint.

Other BC Liberal MLA's were also in attendance including John Yap from Richmond Steveston, Marvin Hunt from Surrey-Cloverdale, Linda Reid from Richmond South Centre, Simon Gibson from Abbotsford Mission, and Mike de Jong from Abbotsford West.

#### MLA Katrina Chen (NDP)

On January 19, 2018, the Local met with Katrina Chen, MLA for Burnaby-Lougheed and Minister of State for Childcare. Local representatives discussed the Federation's campaigns on the elimination of interest on student loans, and the Federation's campaign on fairness for international students. There was also a lot of discussion about affordable child care and how that impacts the accessibility of post-secondary education and how new initiatives from the provincial government can be potentially utilized at Douglas College.



## MLA Judy Darcy (NDP)

On November 14, 2017, Students' Union representatives attended Douglas College's Anvil Centre expansion announcement in which New Westminster MLA, and Minister of Mental Health and Addictions, Judy Darcy gave greetings.

## MLA Melanie Mark (NDP)

On November 14, 2017 Students' Union representatives attended Douglas College's Anvil Centre expansion announcement in which Vancouver - Mount Pleasant MLA, and Minister of Advanced Education, Skills and Training, Melanie Mark gave greetings.

## PRESENTATION TO BC SELECT STANDING COMMITTEE ON FINANCE AND GOVERNMENT RELATIONS

On October 13, 2017, Students' Union representatives presented to the BC Select Standing Committee on Finance and Government Services in Nanaimo. Since this was the last day of presentations, the Committee had already heard from many other students' unions in BC on the need to cap international students' tuition fees, invest \$5 million into BC Campus for development of open education resources, eliminate interest on student loans, and implement upfront, need-based grants.

Director of External Relations, Tanysha Klassen, ended their presentation by sharing their personal experience with higher education, highlighting how their single mother is supporting four children through post-secondary education while running a small family business. Klassen's story articulated how the Students' Union's recommendations were connected to the lives of real British Columbian families. Students' Union representatives received positive feedback on the inclusion of a human element to the presentation, and negative feedback on the commonality of the many presentations by student organizations.

## PRESENTATION TO BC FAIR WAGE COMMISSION

On November 30, 2017, Students' Union representatives presented to the BC Fair Wage Commission at its hearing in Surrey. The Students' Union's submission focused on the human face of low wage work in BC, and spoke about the huge disparity between education cost inflation and the stagnant minimum wage. Recommendations to the Commission included moving to a \$15 per hour minimum wage as of January 1, 2019, eliminating exceptions to the minimum wage, and continuing the Commission to examine other areas of unfairness to low wage workers, such as lack of sick pay and unfair minimum shift lengths.

## LOCAL GOVERNMENT RELATIONS

### CITY OF COQUITLAM

On September 21, 2017, Students' Union representatives 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.

### CITY OF NEW WESTMINSTER

The Students' Union maintains positive relations with members of the City of New Westminster Council and holds regular meetings with locally elected officials.

On November 14, 2017, Students' Union representatives attended Douglas College's Anvil Centre expansion announcement in which Mayor Jonathan Cote gave greetings.

In December 2017 and January 2018, the Students' Union worked with the City to coordinate youth

participation in a number of City of New Westminster Committees, many of which met for the first time in the reporting period.

On January 22, 2018, Students' Union representatives met with Mayor Jonathan Côté from the City of New Westminster to discuss increased collaboration between the City and the Students' Union. The parties discussed student participation in City committees and the promotion of City events to young people through communication tools of the Students' Union.

# COLLEGE RELATIONS



## RELATIONS WITH SENIOR MANAGEMENT TEAM

The Students' Union met regularly with senior administrators through the monthly Senior Management Team meetings and Joint Operational Committee. The meetings allow for the opportunity to strengthen the relationship between the College and the Students' Union. During the meetings the Students' Union sought to address several different issues facing members as well as the Students' Union.

## STUDENTS' UNION EMERGENCY FOOD BANK PROGRAM

After unforeseen stress by the increase in the usage of the Students' Union's Emergency Food Bank, the issue was brought to the Senior Management Team in an attempt to find ways to address the larger systematic issue of food security facing members. Although a concrete conclusion has not been met, the Senior Management Team has agreed to look further into the issue and to work with the Students'

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Union to address the urgent needs of members.

## INSTITUTIONAL POLICY ON COLLEGE BOARD AND EDUCATION COUNCIL ELECTIONS

The Students' Union suggested reform and consulted on adjustments made to the institutional policies outlining election procedures, campus representation, and term limitations for the student College Board and Education Council positions. Successful changes were made to facilitate less vacancies, and administer term limits which will provide for opportunity for more diverse student representation.

## NEW CHIEF INFORMATION OFFICER

In June 2018, Brian Mackay was hired as the new Chief Information Officer and Associate Vice President Technology at Douglas College. The Students' Union has fostered a working relationship with him to work to address technology concerns of members. Monthly meetings will begin in fall 2018 along with work to collaborate more services and initiatives for the Douglas Students' App and to initiate a Student IT Advisory Group.

## PRESENTATION OF 2017-18 STRATEGIC PLAN

To both improve relations with the College, and provide for input and discussion, the Students' Union presented its' strategic plan for 2017-18 to the Senior Management Team. The Students' Union's planning was met with positive reception from the institution's managers.

## 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 members in discussions and decisions. At this time, the Students' Union has taken a stance to refrain from reporting to

the College Board because of the lack of opportunity for fulsome participation.

## REPEAL OF BOARD POLICY RELATING TO STUDENTS' UNION AUDITOR

The College Board voted to repeal an agreement with the Students' Union signed in 2008 regarding the Students' Union making its auditor available to the Board Chair. The agreement was deemed by both parties to be unnecessary given the new provisions of the BC Societies Act.

## 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 members in discussions and decision.

In January 2018, a by-election for a student representative to Education Council from the Coquitlam Campus was conducted. The Students' Union objected to the process used to fill the vacancy and recommended that short-term vacancies should be filled by appointment from the Students' Union rather than a by-election. The by-election resulted in the acclamation of a member to the Education Council who has no past experience and whose term on Education Council will be less than six months.

## 2018-19 BUDGET CONSULTATIONS

The Students' Union undertook significant work to present a comprehensive budget proposal for investments in key services and financial aid systems. Several of the Students' Union's recommendations were incorporated into the budget plan, with others being investigated for future implementation. Though the Students' Union was highly critical of the minimal budget consultation process, the College was exceptionally positive about the input provided by members, and has committed to working with



the Students' Union in coming years to expand the budget consultation process to better resemble public engagement processes used in other government jurisdictions.

## OTHER COLLEGE COMMITTEES & INITIATIVES

### STUDENT REPRESENTATION ON INSTITUTIONAL HIRING COMMITTEES

The Students' Union continued 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. The Students' Union was invited to participate in the final presentation from key candidates during the hiring process for an Accessibility Manager. Although a staff member and director did participate, no candidate was selected.

### CAMPUS FOOD SERVICE WORKING GROUP

The Students' Union sits on the Campus Food Service Working Group, which is comprised of the Director of Facilities, Chartwell's management, Deans and facilities staff. Through the Working Group, the Students' Union has advocated for food service improvements at both the New Westminster and Coquitlam campuses to include more food selection and increased service hours.

### PRINTING WORKING GROUP

The Students' Union sits on the Printing Working Group, which is comprised of staff and faculty members to explore the use of paper on campus and to propose College policy regarding the use of paper. The Students' Union has provided members perspectives as well as important information about student printing habits through the DSU facilities.

### OPEN DOUGLAS WORKING GROUP

The Students' Union sits on the Open Douglas Work-

ing Group, which is comprised of faculty and staff to discuss initiatives to promote open learning and OER adoption on campus.

## 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.

### 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.

# CAMPUS LIFE, VOLUNTEERS & CLUBS



## EVENTS

### 2017 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 members. The Students' Union held an info table at

each campus as part of Welcome Week, and used its table to distribute handbooks, pens, cell phone pockets and other items at each of these events, as well as promote the Let's Get Consensual and A Better BC Means campaigns.

#### EDGE 2017

Douglas College hosts an annual three-day series of events for up to 300 members titled "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 2017, 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 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 Building on September 7 and 8, and all day on September 9 at the Coquitlam Campus. On Friday September 8, the Students’ Union also hosted an all ages EDGE after party with a live DJ, photo booth and snacks. Approximately 225 EDGE participants attended.

### Annual Pancake Breakfasts

The Students’ Union held two pancake breakfasts, one at each of the Coquitlam and New Westminster campuses on September 12 and 14, 2017, respectively. More than 1,900 members attended the events. The Students’ Union was pleased to host the events in partnership with the campus food service provider, Chartwells. The two pancake breakfast events provided the Students’ Union an opportunity to promote the Better BC campaign.

### Back to the Grind Pub Night

The Students’ Union held a Back to the Grind Pub Night on September 14, 2017, at The Pint in downtown Vancouver. The event was well attended and members indicated interest in monthly off-campus pub nights. The theme of the event was focused on welcoming members back to school, meeting new friends and having fun. The Students’ Union arranged free appetizers for members.

## 2017 FALL EVENTS

### Movie Afternoons

The Students’ Union held 3 movie events at each campus during the fall 2017 semester and provided free popcorn.

### Indigenous Students’ Welcome

The Students’ Union held this event to welcome new and returning Indigenous members, and to create space to build friendships and connections. An Elder welcomed attendees, followed by a short presentation on services and advocacy and a free bannock taco lunch. This event was part of the DSU’s Weeks of ReconciliACTION campaign.

### International Students’ Meet & Greet

The Students’ Union hosted an International Students’ Meet & Greet on September 19. This event brought together new and returning members and made space to hold conversations about their needs and experience at the College and in Canada overall. Icebreaker games, introductions and free appetizers were followed by an activity to get feedback from members regarding 6 main topics: the process of coming to Canada, housing, immigration, social life, tuition and employment.

### Dog Therapy

The Students’ Union held two Dog Therapy events at each campus, once during midterm season on October 10 and 11 and once during finals on November 22. Members were very receptive to the dog therapy and have requested to have more dog therapy sessions held regularly at both campuses.

### Pub Nights

In addition to the welcome pub night, two additional events were held during the semester on October 19 and November 9 at The Pint in downtown Vancouver. A private area was reserved for members to mingle and dance and free appetizers were provided.

### Fright Night

The Students’ Union provided discounted admission to the Fright Nights at Playland event on October 31. Using a discount code and a subsidy provided by the Students’ Union, more than two hundred

members received discounted access to Fright Nights.

### End of Semester/Holiday Events

The Students' Union held holiday events during the last week of classes on November 28 and 29 at each of the New Westminster and Coquitlam campuses. The events included a free turkey lunch, holiday movies, and photos with Santa. The events were well attended and members enjoyed the festive atmosphere created on campus.

### Study Hall

The Students' Union provided designated study space on campus with free coffee & study / exam resources. The New Westminster campus event was moved from the Students' Union building to the main concourse, making it more accessible to members. Approximately 100-200 members attended study hall each day.

## 2018 WINTER WELCOME EVENTS

### Welcome Tabling

The Students' Union held an info table at each campus as part of Welcome Week, and used its table to distribute handbooks, promote the DSU APP, and get member feedback around the Douglas College budget and where members think money should be spent. Members who engaged in the budget conversation were given a chance to play giant PLINKO, and win DSU swag.

### Welcome Back Mac & Cheese Lunch

The Students' Union held a welcome back lunch at the Coquitlam Campus on January 9 and at New Westminster on January 16. Each event served Mac & Cheese with multiple toppings and featured an info table with campaigns materials.

### Welcome Pub Night

A welcome back pub night was held on January 18

at the Pint 405, formerly known as The Foggy Dew. The event was very successful and was attended by more than 150 members. The event attracted a diverse array of members from different programs and campuses.

## 2018 WINTER EVENTS

### Pub Nights

In addition to the welcome pub night, two additional events were held during the semester on February 8 and March 29 at The Foggy Dew. A private area was reserved for members to mingle and dance with a live DJ, coat check and free appetizers.

### Pride Meet & Greet

The Pride Collective welcomed members back with a meet and greet event January 30. Free appetizers were provided for members, and space was created for members to mix and mingle.

### Queer ASL

The Students' Union organized a series of Queer American Sign Language (ASL) workshops for members in partnership with Queer ASL in February and March. Registration was subsidized by the Students' Union, bringing the price down to \$20 per person for the 6 workshop series. 25 spots were available for members, and were filled within one week of promotion.

### Queer Book Club

The Students' Union hosted a series of Queer Book Club events in February and March for members to connect through literature that reflect the intersectionality of queerness. Queer Book Club featured *Fun Home* by Alison Bechdal, *Love Beyond Body, Space and Time: An Indigenous LGBT Sci-Fi Anthology* and *Dirty River: A Queer Femme Dreaming Her Way Home* by Leah Lakshmi Piepzna-Samarasinha. A partnership was established with the Douglas College Library to obtain copies of the books so members could



borrow them without additional costs.

### Drag Workshop

The Students' Union 'Time to WERK! A Beginner's Guide to Drag' workshop on March 27. The event featured guest Vancouver based drag performer Dust and a screening of 'Stay Gold, Man Up' a documentary about the legendary East Vancouver show.

### Movie Afternoons

The Students' Union held movie afternoons at each campus on March 14 and 27. Free popcorn and snacks were provided to members, as well as mini games and DSU swag.

### Dog Therapy

The Students' Union held Dog Therapy Days on February 6 and 8, and April 10 at both campuses. Members were again very receptive to the dog therapy, and the Students' Union is committed to having two such events at each campus per semester.

### End of Year Event

The Students' Union held an End of Year Indian Lunch at each of the Coquitlam and New Westminister campuses on April 3 and 5. 1600 members enjoyed Butter Chicken and vegan Chana Masala, and appreciated the celebratory atmosphere created by the year event. Members had the opportunity to share study tips and were given DSU swag as a token of appreciation for sharing.

### Study Hall

The Students' Union provided designated study space on campus with free coffee and study/exam resources. Events were held in the Tim's Café area in Coquitlam, and in the concourse fishbowl in New Westminister. Approximately 150-200 members attended study hall each day at each campus.

## 2018 SUMMER EVENTS

### Summer BBQ

A Summer BBQ was hosted outdoors at each of the Coquitlam and New Westminister campuses on May 29 and 31. Members enjoyed hot dogs, hamburgers and vegan burgers, and received information about the Students' Union summer services, events and campaigns. The Students' Union also arranged a photo booth, snow cone machine and played TV shows on the New Westminister omnivex.

### Pride Social

The Students' Union hosted a Pride Social on August 2 after the Pride Flag Raising Ceremony at the New Westminister campus. The social brought the Pride community at Douglas College and the New Westminister community together to celebrate and to prepare for the Vancouver Pride Parade. Activities included tie-dying t-shirts, movies, arts and crafts and a sundae bar.

### Pride Celebrations

The Students' Union and BC Federation of Students participated with Douglas College in the Pride parade in Vancouver on August 5, and in New Westminister Street Festival on August 18. Tables were setup with resources, button making and swag. Flag raising events at Douglas College were held leading up to these events.

### New Student Orientations

In August 2018, Douglas College hosted four New Student Orientations, one Mature Student Orientation, and three International Student Orientations. The New Student Orientation events were held August 21 and 23 at the Coquitlam Campus, and August 28 and 30 at the New Westminister Campus. The Mature Student Orientation was held on August 22 at the New Westminister Campus. International Student Orientations were held on August 24, 27 and 31.

The Students' Union was involved in all of these events 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 members with similar goals. Clubs cover a variety of topics and pursuits, from political action to hula hooping, 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 execute their goals, and funding to support clubs initiatives.

In 2017-18 there were 41 ratified clubs and the Students' Union allocated \$26,500 in funding, an increase of nearly 20% over the funding provided in 2016-17. In this past year there were more clubs and the club system was both better promoted and better resourced by the Students' Union.

### CLUB REGISTRATION PACKAGES

In 2017-18 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 checklists. 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 members participate in these events each semester. During the Fall 2017 club fair, a club showcase was also hosted, which gave the opportunity for clubs to perform, speak to and promote their club on stage to members. The club showcase was found to be only used by dance and performance clubs, therefore the showcase portion of club fair was not implemented during the Winter 2018 event.

### CLUB POLICY CHANGES

In summer 2017, a few clubs approached the Students' Union to request funding to participate in activities which would not be covered under the Students' Union insurance and liability coverage. With these requests, the Students' Union decided to implement Douglas College's Risk Assessment tool and add it as a requirement to the Clubs Policy. This change to the policy will be implemented for the 2018-19 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 where each club can appoint a representative and meets every semester. The Council receives information about the Students' Union and club administration issues from those coordinating the club system, and provides input, advice and concerns about club management. The structure has proven to be an effective mechanism for two-way communication and a way to improve the clubs system year to year. One of the added benefits to the clubs program, which was discussed at Clubs Council, were equipment rentals through the Students' Union. Clubs requested that items such as the Jenga game, PLINKO, banners, tents and tablecloths be available to rent for club events.

### FEES REFERENDUM

In Winter 2018, the Students' Union had a referendum to re-allocate and increase Students' Union fees, including the DSU Clubs fee that

members pay. The referendum passed and will take effect in September 2018. With the club fee increase of \$0.18/month, the Students' Union will be able to provide more services, equipment and resources for clubs, including an online portal for clubs.

## VOLUNTEER ENGAGEMENT

The Students' Union operates a leadership program called the DSU Crew to engage interested and motivated volunteers. Volunteer opportunities were wide-ranging from volunteering at events, campaigns 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 2017-18, 385 members approached the Students' Union to volunteer and approximately 170 proceeded through the training program.

## VOLUNTEER TRAINING

As a way to increase and improve the volunteer program, the Students' Union hosts multiple crew trainings during the year. Eleven DSU Crew training sessions were held in 2017-18 including 2 in Fall 2017, 5 in Winter 2018 and 4 in Summer 2018. 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, informed about how the Students' Union and the College differed in their work, and preformed mock tabling activities to prepare them for upcoming events and campaigns.

# INTERNAL AFFAIRS & FINANCES



## GOVERNANCE

### REGULATORY COMPLIANCE

#### BC Societies Act

The Students' Union operates under the BC Societies Act, and remained in compliance with the Act throughout the year.

#### 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 through the 2017-18 year.

### ANNUAL GENERAL MEETING

The Students' Union held its annual general



meeting on January 25, 2018 at the New Westminster Campus. The meeting was quorate with more than 120 members participating. Members received the 2016-17 annual report, and approved the 2016-17 audited financial statements. The meeting also considered six bylaw amendments, including resolutions to amend the fund name and surplus rules, the quorum of membership decision-making, change Board of Director position names and codify board remuneration, change the titles and job descriptions of non-executive board members and update bylaw on students' union records. All proposed bylaw amendments were passed by the membership.

## BOARD OF DIRECTORS ELECTIONS AND ORIENTATION

The Students' Union held its annual election between January 30 and March 2, 2018, with a single slate of candidates running for office. After five days of voting across both campuses, 760 members cast ballots. There were no disqualifications.

The Students' Union's Board Orientation was held May 1-3, 2018, in Whistler. The sessions were assisted by incoming BC Federation of Students Secretary-Treasurer Phoebe Lo Patigdas and the meeting was attended by BC Federation of Students Researcher Dr. Laura Celeste and Campaigns Coordinator and UBCSUO President Amal Alhuwayshil. 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

2017-18 marked the third year in which the Board developed a formal strategic plan document. The fiscal year and the term of the board of directors do not align, so for much of 2017-18, the Board operated under the plan adopted in the previous year. On June 25, 2018 a planning day was held for the 2018-19 strategy.

During the full-day planning session, Executives and staff were joined by BC Federation of Students Chairperson Aran Armutlu, and began by evaluating last year's plan, and then worked to develop updates for the coming year. The plan divides goals into short and medium term objectives, and contains both new and re-occurring themes. Copies of the Plan are available from the Students' Union.

## POLICY AND BYLAW UPDATES

2017-18 saw the continuation of work to modernize and update the Students' Union's policies and bylaws.

### Bylaw Updates

Bylaw changes are noted above and with these amendments, the Students' Union has reviewed, updated and modernized the majority of its bylaws in just two years.

### Policy Updates

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. Following this work, the 2017-18 year focused on consolidating both the 'member-adopted' and 'Board-adopted' policies into one consolidated policy manual, and to do away with 'member-adopted' policy. With the support of members at the annual general meeting, the Students' Union achieved this goal and took a further step towards having a more efficient and transparent system of regulations.

## STAFFING

### REGULAR STAFF AND STAFFING CHANGES

In July 2018, Executive Director Steven Beasley applied for a one-year leave in accordance with the Collective Agreement to serve a term with the Canadian Union of Public Employees as a

Communications Representative. Following an internal and external posting and recruitment process, the Students' Union selected Andrew Dalton as the Interim Executive Director. Dalton comes with more than 7 year's experience working in a supervisory role at students' unions and has a Master's degree from the University of Alberta.

## STUDENT STAFFING

The Students' Union continues to support student employment as a means of both funding good student jobs on campus and providing an effective means of offering front-line service to members. During the 2017-18 year, hiring took place to adjust for regular turnover in student staff in both fall 2017 and summer 2018.

## COLLECTIVE BARGAINING

Students' Union staff are members of the Canadian Union of Public Employees Local 2396 (CUPE), and negotiate collectively under rules set out in the BC Labour Code. In summer 2018, the Students' Union and CUPE undertook bargaining on an extension of the Collective Agreement, which was due to expire in 2019. The new agreement runs from 2018 to 2023. Key changes included more clear and flexible rules for student employee scheduling, and updated job descriptions for staff that better reflect existing and expected job duties and that better align staff positions with director positions outlined in the bylaws.

## STAFF MANAGEMENT ISSUES

The 2017-18 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.

## 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.

#### 2016-17 Audited Financial Statements

The Students' Union's 2016-17 financial statements were prepared on time and audited prior to December 2017. The statements, along with the auditor's report was presented to the annual general meeting held January 25, 2018

#### 2017-18 Audited Financial Statements

Work on the 2017-18 financial statements began in late August 2018 and the bulk of the statement and audit preparation will be completed by December 2018. The audited financial statements and report of the auditor will be adopted by the Board of Directors in January 2019

### 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 2017-18 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 (BCFS) consistent with Douglas students' membership in the Federation. In 2016-17 and 2017-18, the fees for the BCFS were increased by the rate of inflation per the organization's bylaws. In 2018, members voted to further adjust these fees based on a one-time increase to BCFS made by BCFS members in 2016. The fee adjustment referendum was passed by Students' Union members in accordance with the Students' Union's bylaws and the provisions of the College and Institutes Act. The new BCFS fee was scheduled to take effect as of September 1, 2018.

### Canadian Federation of Students Fees

In 2017-18, fee collection for Canadian Federation of Students(-Services) 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. Though fee collection continued, the Board of Directors upheld the past practice of ensuring the correct CFS fees were being collected by Douglas College, and then withholding those fees from Canadian Federation of Students(-Services). This course of action was part of a multi-year effort to seek redress from CFS for actions that were outside their own bylaws and the Canada Not-for-Profit Corporations Act.

Before the Students' Union could pursue its legal claim against CFS, and before Students' Union members could execute their rights under the CFS bylaws to decertify as members, CFS expelled the Douglas Students' Union along with all its members in British Columbia who were also members of BCFS. The Douglas Students' Union ceased to be a member of CFS as of June 10, 2018.

Fees collected on behalf of CFS and withheld by the Students' Union up to June 9, 2018 were released

to BCFS, who was until that date the BC Component of CFS and who has accrued all such fees owed to CFS by BCFS members. The Students' Union Board instructed Douglas College to cease collection of CFS fees, and no CFS fees will be collected after the 2018 calendar year.

## MEMBERSHIP COMMUNICATIONS

### THE OTHER PRESS

The Students' Union maintains a regular full-page advertisement on the back page of the campus 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 2017-18, 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 Students' Union continues to focus a great deal of its membership outreach strategies on social media platforms, specifically Facebook, Twitter, Instagram and the DS App, to regularly communicate with members.

In summer 2017 the Students' Union entered discussion with Douglas College regarding the creation of new DS App features 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 DS 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 2018-19.

## WEB PLATFORM

In 2017-18, the Board launched a project to completely replace the existing website with an updated site which will integrate with existing technologies of social media, Nation Builder and the DS App, and will add new components using Google Forms and other tools to increase the functionality of the website. The new site launched in August 2018 and serves 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 was built by the local firm Forge and Smith.

## UPDATED BRANDING AND MATERIALS

The Students' Union undertook a full rebranding 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 occurred as a parallel process to the web development work.

The rebranding also included the production of new materials such as tents, tablecloths, pop up banners and additional promotional swag as well as business cards and other office and stationary materials.

## BC FEDERATION OF STUDENTS

Douglas students are members of the BC Federation of Students (BCFS), a provincial-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 positions, which are selected delegates at each annual general meeting.

## GENERAL MEETINGS

### 36th Annual General Meeting (January 2018)

The Students' Union sent board members Armutlu, Ataiza, Hutchison, Klassen and Pesklevits, 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 Chairperson and Telka Pesklevits was elected Services Coordinator at the meeting.

### 72th Semi-Annual General Meeting (July 2018)

The Students' Union sent Board members Ataiza, Bandyopadhyay, Hutchison, Klassen, Pesklevits and Wittyaworapat along with staff persons Ashley Gordon and Delaney Sullivan, as delegates to the general meeting. Delegates found the meeting productive and were pleased with decisions made.

## EXECUTIVE COMMITTEE

Between September and November 2017, the Douglas representative to the Executive Committee was Telka Pesklevits, the Students' Union's Director of College Relations. Between May 2018 and the end of the fiscal year, Douglas students have been represented on the Executive Committee by McKenzie Hutchison, the Students' Union's Director of Finance.

## 34TH 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 2017-18, Board members Ataiza, Bandyopadhyay, Codoy, Gamayo, Klassen, Ouano, Pesklevits, Wittayaworapat and Wotherspoon attended the Skills Development Symposium along with three staff members. Directors reported that the symposium was very helpful in providing necessary skills and knowledge.

## 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 documented elsewhere in this report. A central issue of concern with the CFS since 2014 has also been a 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). 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.

## DE-CERTIFICATION PROCESS

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 contained 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 bylaws required the organization to undertake a verification process within 90 days of receipt of a petition, a provision clearly breached by CFS officials.

In fall 2017, 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. It was not until early 2018 and legal interventions that CFS agreed to uphold students' privacy in the validation process. CFS was sent the appropriate student list by Douglas College in the spring 2018, and then took no action to either confirm or reject the petition from April 2017. By May 2018, more than twelve months had passed and CFS had failed or refused to validate the petition.

## LEGAL ACTION

Given the CFS' consistent violations of their own internal governing documents and law under which they operate, and given that the Students' Union's efforts to work under those structures to remove itself as a member were being ignored, the Board began the process of taking legal action against CFS in spring 2018. The legal action would have cited financial and internal corruption, violations of students' rights at meetings, a failure by CFS to uphold its core mission, and a failure of CFS to facilitate the fair decertification process, and would have argued that the leaders of CFS had effectively

repudiated the membership contract between the parties. The effect of the legal action would have been far reaching and allowed other students' unions to join where their treatment was equal to that of the Students' Union. Before the Students' Union was able to file a statement of claim, it was expelled from CFS.

## EXPULSION OF ALL BCFS MEMBERS

Without discussion or notice to the Students' Union, the CFS leadership undertook a process of expulsion against the Douglas Students' Union which culminated in a motion passed by the CFS general meeting on June 9, 2018 in Ottawa, Ontario that removed every BC Federation of Students member local from the CFS's membership. The Students' Union's expulsion was deemed to take effect immediately, and Douglas Students' Union representatives were removed from the meeting upon the vote passing. It was not until more than six months later that the Students' Union received correspondence from CFS on the issue, which was simply a copy of a letter to Douglas College instructing that CFS fees no longer be collected in their name.

# SERVICES



## HEALTH AND DENTAL PLAN

The Students' Union's health and dental plan is a brokered service provided by the insurer Green Shield Canada and brokered by Gallivan and Associates. Gallivan and Associates is a subsidiary of the publicly traded company People Corporation.

## BROKER AND CARRIER SERVICE CONTRACT

In summer of 2017, the Students' Union undertook a review of the carrier services received from its past

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 organization 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

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in the 2019-20 year.

No changes were made to the service contracts in the 2017-18 year, but the Students' Union cancelled a service option on its broker agreement that was meant to provide enhanced service support. The feature cost the Students' Union significant funds each year and an internal investigation produced no evidence of any tangible value to the charges being paid to the broker for this service element.

## BENEFITS CHANGES

As part of the change in insurance carriers in 2017, the Students' Union improved benefits provided to members by increasing paramedical coverage and dental coverage. The change to the dental plan saw an increase of 20% to the overall cap in dental charges. The improvements to the paramedical services removed regressive requirements for physician consultation on basic services, and lifted a combined paramedical cap. Improvements were also made to vision coverage. These changes were made at no cost to members, and took effect September 1, 2017.

## MYWELLNESS SERVICE INVESTIGATION AND CANCELLATION

The Students' Union previously purchased a proprietary service from its broker that was made available to all members, but only paid for by those using the health and dental plan. The service was essentially an online resource hub for mental wellness, and provided basic information along with self-diagnostic resources.

Upon an internal review in 2016-17, the Board of Directors became skeptical that the benefits of the service equated to the cost charged to students, and believed that much of the information on the site was readily available on a range of public sites. In renewing its contract with Gallivan and Associates in 2017, 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. That review was conducted in

2018 and it was determined that the MyWellness product was not good value for money. The Students' Union will cancel that program as of September 1, 2018.

## ADDITION OF LEGAL SERVICES

Consistently seeking ways to better meet the needs of members, the Students' Union Board became aware of a service offering through the BC Federation of Students that would make free telephone legal advising available to members for a minimal fee. After obtaining a quote and speaking with other users of the service, the Students' Union entered an agreement to provide the service to those on the health and dental plan for a trial period, after which the Board could decide to expand the service to all members. The new service will take effect in the 2018-19 year.

## FEE REDUCTION

The Students' Union held a referendum in 2018 to lower the Students' Union health and dental fee by \$10 per student per year. This reduction was made possible by the active management of the plan and its components, as well as the studious management of the service contracts with both the broker and carrier.

## 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, and service level 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.



## 2017-18 HANDBOOK

The Students' Union ordered 10,500 handbooks for the 2017-18 year through the BC Federation of Students' service. 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 pages. The finished books were delivered on time and in advance of August 2017 orientation events. The Board was pleased with the quality of the 2017-18 book and members expressed appreciation for the updated designs.

As of December 31, 2017, the Students' Union had nearly 3,500 books remaining for the Winter 2018 and Summer 2018 semesters, and by the end of the year the Students' Union had approximately 200 handbooks left over.

## 2018-19 HANDBOOK PRODUCTION

Given the minimal surplus of books in 2017-18, the Students' Union will keep its order for 2018-19 at 10,500. The 2018-19 handbooks arrived before the end of August 2018.

## INTERNATIONAL STUDENT IDENTITY CARD

The Students' Union provides student discounts through the International Student Identity Card service of 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 2017-18 were those negotiated in the previous year.

## SOLICITATION OF DISCOUNTS FOR 2017-18

As noted, the Students' Union has largely failed to solicit ISIC discounts in recent years, and identified the solicitation of discounts for the 2017-18 as an organizational goal. The Students' Union secured 58 discounts as either ISIC discounts or local discounts to be accessed with a Douglas College student card, depending on the outcome of the Federations deliberations with ISIC Global and CFS. All the discounts are listed on the DS App.

## 2017-18 CARD DISTRIBUTION

The Students' Union was only able to produce less than 250 ISICs at the end of September 2017 when the system stopped working. In the 2016-17 year, the ISIC printer broke down, and the CFS office did not provide a way to fix it nor did they send the Students' Union a replacement. The printer remained broken for much of the summer of 2017 until the Students' Union used its own resources to fix the machine. 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.

The failure of the system combined with the refusal from CFS to commit to providing a replacement by a set deadline, resulted in frustration from both members and staff. Student discounts are a key service of the Students Union and were unable to provide this service to members for much of the 2017-18 year.

## SOLICITATION OF DISCOUNTS FOR 2018-19

As early as March 2018, the Students' Union began the work of expanding discounts available to members across suburban Vancouver. The Board set a target of between 50 and 75 quality discounts, but prioritized quality over quantity in terms of discount value and usefulness with a focus on discounts in New Westminster, Surrey, Burnaby and the Tri Cities. At the conclusion of the solicitation process in August 2018, 47 discounts had been secured.

## FUTURE PARTICIPATION

In the past three 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. It is clear that either through astounding incompetence, malicious intent, or some combination of the two, CFS is not able to facilitate this service for members at Douglas College. The Students' Union has spent thousands of dollars attempting to facilitate this service, and at every turn CFS has made it near impossible. Even when the Students' Union invests additional resources to make the issuing system work, as it did in the Summer of 2017, the system fails to work.

Since the BC Federation of Students was not made the unrestricted issuing agent for the ISIC across the province, the Students' Union longer participates in this service as of August 31, 2018. Further, the Students' Union is working with the Federation to lead the development of a provincial discount service that focuses on the solicitation of discounts and does not include the production of a physical card.

## MEMBERSHIP DEVELOPMENT AND MEMBER SUPPLIES

### FALL 2017 MATERIALS

In summer 2017, the Students' Union ordered roughly \$20,000 worth of items from the BC Federation of Students' ethical bulk purchasing service including t-shirts, two types of water bottles, lanyards, coffee tumblers, pens, ceramic mugs, crewnecks, notebooks, buttons and cellphone pockets. The Students' Union also worked directly with Fairware outside of the service to order ceramic coffee mugs and sweaters. 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 2017 materials featured updated graphics and artwork and were very popular.

### WINTER 2018 MATERIALS

In December 2017, the Students' Union ordered \$2,000 worth of items including toques and t-shirts. Additional items were ordered outside of the Federation bulk purchasing service, these included hoodies and seat cushions (for use at varsity athletic games). The items arrived on time and were very well received by members. The materials were used to promote events and as prizes for members.

### 2018-19 MATERIALS

The Students' Union ordered more than \$23,000 of materials for the coming year in July 2018, and again used the BC Federation of Students' service to order t-shirts, water bottles, lanyards, coffee tumblers, pens, and cellphone pockets. The Students' Union also worked directly with Fairware to order glass water bottles, hoodies and new branding promotional materials including stickers and buttons. As with previous orders, the Students' Union worked diligently to develop improved designs that would be popular with members and make the promotional materials something members could use and wear on a day-to-day basis.

## OOHLALA/READY EDUCATION MOBILE APPLICATION

The OOHLALA mobile app is provided to Douglas members in the form of the DSU app. The app service is 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. In August 2018, OOHLALA merged with Dublabs to form READY Education and the Students' Union is excited to integrate more campus technology for mobile systems that will support students to navigate academic and co-curricular lives that will enhance

the students' experience on campus.

## USAGE

The Students' Union began the 2017-18 year with nearly 25% usage among members, and that number had increased to 30% 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

### Organization and Design

In summer 2018, the app was given a refresh update to the look and organization of tiles and improvements to the functionality of the app including new tiles to access the websites for Douglas MyAccount and Blackboard.

### Branding Update

In anticipation of a new collaboration with the College for increasing functionality on the app, the Students' Union and the College agreed to update the branding and identity of the app from 'Douglas Students' Union App' to 'Douglas Students' App' to demonstrate the partnership of the app. The branding and identity was completed and updated in August. The change was seamless for current users of the app and new members were encouraged to download and use the app through efforts of both the Students' Union and the College through New Student Orientation events and emails.

### Online Orientation

In 2017-18, the Students' Union worked with Douglas College to implement a preliminary Online Orientation experience for the summer 2018 intake of members as part of a new partnership and collaboration between the two parties. The new feature resulted in over 500 new downloads in the first 2 weeks of the summer 2018 semester and an increase in app engagement throughout all the features of the app. The positive outcome of this trial

has led to further discussion on additional features to be implemented on the app.

### Integration with Douglas College

Throughout 2017-18, the Students Union held several meetings with the College regarding the collaboration on the expanded use of the DS App that would include the integration of the College's system so that users can access their account information through Single Sign-On. Single Sign-On would connect users directly to their institutional email, course registration and waitlists, Blackboard, and fees. A final agreement has not been reached, but parties have agreed on the vision for the future of the app and will be working in 2018-19 on a formalized agreement.

The Students' Union is excited for the future potential of the app, both through the partnership with the College and the developments that READY Education is planning. The Students' Union envisions the DS App to be a tool that members use multiple times a day for academic and social purposes.

## U-PASS BC

The Students' Union participates in the U-Pass BC Program along with all other students' unions at the public post-secondary institutions in the lower mainland. The program provides for a unified U-Pass across the region under which all members pay a common price, and the total cost of the service is subsidized by the government of BC. The program is implemented through a series of contracts between government, students' unions, institutions and the transit provider, Translink.

In 2016-17, the Students' Union worked with other students' unions in the region to secure a renewal of the U-PassBC program along with a commitment from government to provide ongoing funding. While this effort failed, members were able to secure a two-year extension with no change in price. That extension is set to expire December 31, 2019.

In 2017-18, work began in a further renewal of the

program and the creation of a permanent contract and funding plan. Work on this goal was ongoing throughout the year.

## STUDENTS' UNION BUILDING AND SPACES

### MEETING ROOMS

The Student's Union continues to maintain student meeting rooms for general and club use. Meeting rooms were consistently booked and used throughout the 2017-18 year and demand continues to grow for bookable study and group gathering spaces.

### STUDENTS' UNION LOUNGE – NEW WESTMINSTER

The Students' Union Lounge is located on the third floor of the Students' Union Building at the New Westminister Campus. It includes tables, lounge chairs and games such as pool and table tennis. In the 2016-17 year, the Board of Directors began a 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. By fall 2017, out dated equipment from the kitchen space was removed and Terra Asset Management, a firm specializing in helping non-profits with renovations, was hired as a project consultant.

Throughout the 2017-18 year, much of the focus was on planning improvements to the space. A proposal was presented to the Board of Directors in summer 2018 to renovate the 1st and 3rd floor to better utilize and update the space. The updates to the DSU Lounge on the 3rd floor includes a student kitchen, reconfiguring the layout to create a zone for quiet studying, group work and a games area along with creating 2 meeting spaces out of the existing one. Updates to the 1st floor include combining the 2 rooms into 1 large event/meeting space with storage and a room for collectives. Work on the 1st floor will begin in October 2018 and work on the 3rd floor in January 2019.

## 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 2017-18 but notes that usage of the lab and printing service decline year after year.

### STUDENTS' UNION OFFICE SERVICES

The Students' Union maintains service counters at both the Coquitlam and New Westminister campuses. There were no substantive changes to the services in 2017-18.

### STUDENTS' UNION LOCKERS

The Students' Union manages the Douglas College locker service at both campuses and charges a small fee for locker rentals. There were no substantive changes to the locker service in 2017-18.

### STUDENTS' UNION LOUNGE - COQUITLAM

The Students' Union maintains a student lounge space on the Coquitlam Campus. This space is shared with Student Engagement and work was undertaken in the past 2 years to seek additional space from Douglas College. Funding of \$750,000 has been reserved by the Students' Union to fund space improvements in Coquitlam.

The three computers in the Coquitlam Lounge are connected to an on-site printer and networked to members' Douglas College printing account.

### STUDENTS' UNION STUDY HALLS

The Students' Union Study Halls 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 members seeking to prepare for exams were suspended.



## STUDENT GRANT FUND

The Students' Union created a Student Grant Fund designed to support members engaged in student initiatives at the College and other post-secondary institutions. The fund provides grants that will support and encourage participation in conferences, lectures, events and competitions centred on students and enhancing educational experiences.

## OMBUDSPERSON

To date, Douglas College does not have an independent ombudsperson service to assist members with appeals, conflicts and disputes on matters relating to student rights and fairness. As mandated by the Bylaws, the Students' Union provides an ombudsperson service to assist members. The Students' Union will also advocate for the creation of an independent ombudsperson office at Douglas College.

In 2017-18, the Ombudsperson service has seen an increase in inquiries and requests for support. A new system for intake was created including updating the policy that governs the Ombudsperson, a new request form and the inclusion of an online system for requests. Cases range from conflicts in the classroom between instructors and members, final grade appeals, increasing number of academic dishonesty concerns, and accommodation issues.

## FOOD SECURITY SERVICES

### FINANCIAL AID

The Students' Union funds a number of awards, bursaries and emergency aid programs administered through the Douglas College Financial Aid office. The aid is focused on financial need, and is accessible to domestic and international students in all programs. The awards include the DSU Mature Students' Bursary, DSU

Daycare Bursary, DSU Domestic Student Award and the DSU Emergency Bursary.

### EMERGENCY FOOD BANK

The Students' Union maintained its food bank service at each campus in 2017-18, and implemented enhanced guidelines for its operation 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.

Over the past year the Students' Union has noticed an increased usage in the service. Due to the lack of restrictions, it has left space for some to take advantage of the current system with unreasonable usage. After continuously observing and recording unreasonably high usage of the Food Bank, the Students' Union implemented a twice-a-week restriction in spring 2018. The Students' Union has worked to ensure the food bank is used as an emergency service, as is intended for campus food banks. Unfortunately, the trend of unreasonably high single member usage continued throughout the summer.

The Students' Union met with management within the college to discuss options for members in need. The College recognized the need for a better-structured system and noted that this is a provincial wide problem for domestic students, but also international students specifically. Since meeting with the College, the Students' Union will begin a food basket system that will provide financial relief twice per semester to members in need starting in fall 2018.



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