

STUDENTS' UNION BOARD OF DIRECTORS
JANUARY 2020

ANNUAL REPORT /// 2018-19 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 2018-19.

CAMPAIGNS

- 500+ emails sent to Minister of Finance to eliminate interest on BC student loans
- 1,000+ pledges signed to eliminate interest on Canada student loans
- 400+ postcards collected to cap international student tuition fees
- 1,400+ pledges signed to support more adoptions of Open Educational Resources (OERs) at Douglas College
- Campaign Victories: Elimination of interest on BC student loans, reduction of 2.5% on interest on Canada student loans \$3.26 million in new funding for BC OERs, 117 course sections and 37 instructors using OERs at Douglas College saving members over \$407,000

GOVERNMENT RELATIONS

- Meetings with two local Members of Parliament
- Meetings with two local Members of Legislative Assembly
- Meetings with the Mayor of New Westminster
- Presentation to the BC Select Standing Committee on Finance and Government Services for Budget 2019 and Budget 2020
- Meetings with over 70 Members of Legislative Assembly at British Columbia Federation of Students' Advocacy Week

COLLEGE RELATIONS

- Improved relations with Douglas College administrators and governance bodies
- Increased student participation on College committees and working groups
- Partnership on new DC Student IT Advisory Group to get direct student feedback to Chief Information Officer

CAMPUS LIFE, VOLUNTEER AND CLUBS

- Increased campus engagement with 3 beverage gardens that included all-ages carnival, dance tent and licensed beverage tent
- Improved and increased food events by continued partnering with Chartwells
- Successful partnership with Douglas College Student Life on EDGE 2018 with all ages EDGE After Party
- 35 active clubs - allocated \$15,125 to club activities & 1500+ participants at Clubs Fair
- Increase in volunteer engagement and training with 150 members

INTERNAL AFFAIRS AND FINANCES

- Updated bylaws on board member responsibilities and composition
- Updated and improved promotional items AKA swag
- Increased digital engagement with members through social media platforms
- 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

SERVICES AND FACILITIES

- Successful negotiation and referendum to extend U-Pass BC program with guaranteed pricing until 2025
- Completed renovations to Level 1 and 3 of the Students' Union Building at New Westminster with improvements to student gathering and meeting spaces
- Improvements to the H & D Plan - 100% prescription coverage
- Update to register system to include debit and credit card payment for office services
- Implementation of Ombudsperson Drop-Ins every month at both campuses to increase accessibility

Collectives

- Increased advocacy through Collectives by holding 60+ events
- Accessibility Collective created a new event series called "Find Your Chill" with the purpose of having pop-up self-care & relaxation activities
- Indigenous Students' Collective held it's first Indigenous Artisan Fair in November 2018
- Pride Collective partnered with Douglas College to celebrate Pride festivities
- Women's Collective collaborated & worked with the Gender, Sexualities & Women's Studies department to plan a weeklong event in September 2018 SHIFT: Let's Talk Gender Violence to increase dialogue on campus about gender violence

CAMPAIGNS



PROVINCIAL CAMPAIGNS

The Students' Union was very active in several campaigns throughout 2018-19 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, Grants Not Loans, Knock Out Interest, Open Textbooks Now, and Fairness for International Students, along with coalition and awareness campaigns, Reconciliation

Through Education and Let's Get Consensual. One of the priorities of the Students' Union in 2018-19 was supporting the advocacy and campaign efforts through the work of DSU Collectives.

GRANTS NOT LOANS

The Grants Not Loans campaign aims to establish a provincial up-front-needs based grants program for students as well as to eliminate interest on BC student loans. This campaign focused on the Minister of Finance leading up to the 2019 BC Budget. Over 500 members signed petitions at various Students' Union events over the fall 2018 and winter 2019 semester. The campaign goals resonated with

members, who shared stories about their fears about student debt and how they would handle the repayment after graduation.

On February 19, 2019, the government of British Columbia announced that they will fully eliminate all interest on BC student loans. This is a big win for all current students and their families across the province as well as graduates who still have outstanding loans. This achievement is a direct outcome of the work done by Students' Unions with support from members across the province. The elimination of all interest on student loans follows a 2.5% reduction, limiting it to prime, in August 2017.

With one goal of the campaign reached, the students' union refocused campaign work on the establishment of grants. BC is the only province that does not offer up-front grants or forgivable loans, but they are a reliable form of student financial aid that relieve financial pressure that students face. The Students' Union gathered petitions in the winter 2019 semester at a variety of tabling events where students shared their stories of how a grant would support their education.

YOUR CITY, YOUR VOTE

Municipal elections in British Columbia took place in the fall of 2018 with Election Day held on October 20. The Students' Union shared information about the different things that municipal governments are responsible for that impact students such as transit, housing, local recreation and parks, environment and local services. Throughout September and October, tabling events were held to promote the upcoming vote and asked members what changes or improvements they wanted to see in the various jurisdictions. Members were very keen to participate in the vote and the Students' Union shared general voting information including how to register, where to vote and how to find out who their candidates are.

FAIRNESS FOR INTERNATIONAL STUDENTS

The Students' Union hosted an International Student

Meet and Greet on September 19, 2018, 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 Directors that were also international members. The shared stories helped inform the Students' Union's ongoing Fairness for International Students campaign.

During International Education Week on November 13 and 14, 2018, the Students' Union utilized games such as pong to demonstrate how much higher international tuition fees are compared to domestic tuition fees. Campaign materials continue to be well received by members. By the end of summer 2019, over 400 postcards were signed.

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 TRC 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 2018-19, as in previous years, the Students' Union hosted

Indigenous Students' welcome events on both campuses as well as hosted events to mark the Sisters in Spirit Vigils for missing and murdered Indigenous women and girls. The Students' Union also hosted a screening of Indian Horse, a film adapted from Richard Wagamese's book, along with a guest panel.

PRO-REP CAMPAIGN

The Students' Union participated and engaged members on the province wide referendum on the electoral system. The Pro Rep Is Lit campaign, which is a sub-campaign of the Vote PR BC campaign was promoted at various information tabling events and the Students' Union worked alongside the Vote PR BC campus representative. The Students' Union garnered media for the campaign in the Tri-City News as well as CBC Radio On the Coast.

LET'S GET CONSENSUAL

The Students' Union promoted the campaign throughout the 2018-19 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.

On June 4 and 5, 2019, the Ministry of Advanced Education, Skills and Training hosted Moving Forward Together: Building Capacity to Prevent and Respond to Sexual Violence on Campus forum at Kwantlen Polytechnic University. Student's Union representatives from the Board of Directors participated and were pleased with the event and found it valuable to be at the table with the institutions and have these conversations.

OPEN TEXTBOOKS NOW!

The BC Federation of Students Open Textbooks Now! campaign was modelled after the work at Douglas to increase OER adoptions on campuses

and also features a request that the BC government make a substantial investment in funding the creation of new open resources.

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. The Students' Union has contributed to the Douglas College OER Grant, which has been awarded to 16 faculty members to help facilitate the development and adoption of OERs since the launch in the previous year.

In 2018-19, the Students' Union continued to increase work on the adoptions of OERs as a key objective through awareness campaigns for students and faculty.

During Open Access Week on October 23 to 25, 2018 and Open Education Week, March 4 to 8, 2019, engagement activities were held including a "Cost of Textbook Flowchart", which was a textbook pricing navigation map that illustrated the total textbook costs which would be associated with the lifetime of a student's program. There was also a "Price Is Right Game" using open textbooks examples currently being used at the college. By the end of summer 2019, over 1400 pledges had been signed.

The Students' Union encouraged members to include suggestions and comments regarding OERs in their online course evaluations in December and March. An email was sent to members who signed the pledge thanking them for their support and providing suggested messaging to use along with their own comments.

On April 17 and 18, 2019, the Students' Union participated in the BC Open Education Summit and offered student experiences and perspectives in round table discussions and a featured panel. At the summit, the Minister of Advanced Education, Skills and Training announced a \$3.26 million to BCcampus for the creation of more open educational resources.

In 2018-19, there were 117 course sections using OERs with a total savings of \$407,700 in textbook costs with 37 individual faculty members using OERs. Since the launch of the Douglas College OER Incentive Grant, in which the Students' Union contributed \$3,000, 32 faculty members have been awarded the grant.

FEDERAL CAMPAIGNS

KNOCK OUT INTEREST

The Students' Union hosted the Knock Out Interest campaign launch on March 28, 2019 at the New Westminster campus, which coincided with the year-end BBQ. The event included carnival-style games to "knock out" interest, a campaign-themed photo booth, and a couple of volunteers dressed up as the Monopoly man with money bags. The event garnered attention from several media outlets and provided an opportunity to incorporate campaign messaging into a campus life event in a lighthearted and easy to absorb way.

Following the success and momentum of the Grants Not Loans campaign win of the elimination of interest on BC student loans, the Students' Union worked with the BC Federation of students to implement a similar campaign focused on federal student loans. The campaign has been well received by members at various events throughout summer 2019 with lots of meaningful conversations and excitement of changing federal policies to support access to post-secondary education. By the end of summer 2019, over 1,000 signed pledges were collected.

In the 2019 Federal Budget, the government announced that they will lower interest on federal student loans by 2.5%, down to prime. This is a big win for all current students and their families across the country as well as graduates who still have outstanding loans. This achievement is a direct outcome of the work done by Students' Unions with support from members across the country. The reduction of interest on student loans of 2.5% will be effective November 1, 2019.

LOCAL CAMPAIGNS

INDIGENOUS STUDENTS' COLLECTIVE EVENTS

Sisters In Spirit Vigils

On October 3 and 4, 2018 the Students' Union held its 13th annual vigils at the Coquitlam and New Westminster 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 and a candlelight vigil.

Indigenous Artisan Fair

The Students' Union held its first Indigenous Artisan Fair at the New Westminster Campus on November 20, 2018. The purpose in creating this event was to bring local, Indigenous artists to the College to showcase Indigenous art and give the College community the opportunity to purchase items. 7 artists participated, with a range of items such as: paintings, carvings, shoes, jewelry, traditional medicine and cedar weaving. The event was very successful and will be an annual event.

Indigenous Students' Welcome

The Students' Union held this event at the Coquitlam campus on September 25, 2018, and in New Westminster campus on September 27, 2018, 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 healthy salmon lunch.

National Indigenous Peoples Day

Students' Union representatives attended and promoted community events for National Indigenous Peoples Day in New Westminster and Coquitlam on June 21, 2019.

Indian Horse Film Screening

On March 7, 2019 the Collective organized a film screening for Indian Horse. Following the film, selected panel members including one of the films' producers facilitated discussion around the films' themes and talked about their related experiences. Approximately 60 students, staff and faculty attended this event.

PRIDE COLLECTIVE CAMPAIGN EVENTS

Coming Out Day

On October 9, 2018, the Collective held an event at the New Westminster Campus in spirit of Coming Out Day. Approximately 15 members attended, and the event centred around watching videos of people sharing their coming out stories. This was followed by discussion and sharing between members related to the topic of coming out.

Drag Shows

Members of the Collective attended 2 off-campus drag shows at The London Pub in Vancouver on March 24 and June 16, 2019. Each event was attended by 10-15 members. The venue is all ages, and the cost of admission and appetizers was covered making it accessible for all members.

Transgender Day of Visibility

The Collective organized events for the Transgender Day of Visibility at both campuses, on March 25 at New Westminster and March 27, 2019, at Coquitlam. The event consisted of a myth buster activity, information & resources, and highlighting the lives and accomplishments of Transgender folks.

Pride Socials

On November 13, 2018, the Collective held a movie day watching Love, Simon. On January 31, 2019, the Collective held a friendship speed-dating event where random questions were asked and members were partnered and rotated to meet as many people as possible. On April 4, 2019,

members gathered for an Easter themed social, with board games, bingo and group conversation questions. March 13 and June 20, 2019, the Collective held crafting events with painting, crafts and various bracelet and jewelry making.

International Day Against Homophobia, Transphobia and Biphobia

On May 14, 2018 at Coquitlam and May 16, 2019, at New Westminster, the Collective organized information tables in spirit of the International Day Against Homophobia, Transphobia & Biphobia.

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

The DSU Pride Collective & Douglas College collaborated on organizing events leading up to the Vancouver Pride Parade between the end of July and beginning of August, 2019. There were movie screenings and Pride flag raising events at both campuses and a social event with tie-dye t-shirt making at the New Westminster Campus.

On August 4, 2019, the DSU Pride Collective, BC Federation of Students & Douglas College collaborated to be part of the Vancouver Pride Parade. The team decorated a truck that was driven in the parade, while members walking alongside the truck held placard signs, flags and handed out swag items. The group consisted of approximately 50 people.

New West Pride Columbia Street Party

The Collective was part of this event on August 17, 2019, and had 3 tables set up under our tent on Columbia Street. Activities included button making, a glitter station, swag items and Pride information and resources. The Students' Union was set up next to the Douglas Colleges tent and collaborated on planning.

ACCESSIBILITY COLLECTIVE CAMPAIGN EVENTS

Find Your Chill

The DSU Accessibility Collective created a new event series called "Find Your Chill" with the purpose of having pop-up self-care and relaxation activities in the concourse and AB atrium. 8 of these events were held in the fall 2018 semester between both campuses, and 7 events in the winter 2019 semester. Some of the activities organized include making stress balls, sharing self-care ideas, and Bob Ross inspired painting. This event series was very successful and many students stopped by to participate. This will be an on-going event series for the Collective.

International Day of Persons with Disabilities

The Students' Union collaborated with the Colleges Accessibility Services department for an event on December 3, 2018 in New Westminster to bring awareness to this day. The Students' Union contributed by creating a visibility project highlighting accomplishments of folks with disabilities, gathering content for an educational video slideshow, setting up our popcorn machine and having the DSU Accessibility Collective out to table with resources and supports.

Stand Up For Mental Health Comedy Show

The Students' Union hosted the Stand Up For Mental Health Comedy show at the New Westminster Campus on January 30, 2019. Approximately 50 students, staff and faculty attended. Stand-up comedians used humor as a tool

to increase awareness and understanding of mental health problems and personal experiences. Feedback from attendees was very positive. This is an event the Students Union would like to bring back to campus again in the future.

WOMEN'S COLLECTIVE CAMPAIGN EVENTS

International Day Against Violence Against Women

On November 28, 2018, 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 and share messages to demonstrate their commitment to ending gender-based violence. Photos and biographies of the 14 women killed in the 1981 at École Polytechnique were displayed and a moment of silence and vigil was held to honor these women.

SHIFT Collaboration

The DSU Women's Collective collaborated with Douglas College & iMPACTS in planning a week long event called SHIFT: Let's Talk Gender Violence. This weeklong event was held between September 24 - 28, 2018, and consisted of various events. During the week, activities included: virtual reality experience of the highway of tears, 3 documentary screenings of Maple: A Documentary, The Mask You Live In, and Luk'Luk'I and a panel discussion to unpack the themes of this event and the films.

International Women's Day

On March 8, 2019, the Students' Union held an event to mark International Women's Day. The event included resources on female gender stereotypes, gender inequality facts, highlighted women in STEM, 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 2018-19 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, connect and have conversations on Women's issues, current events, society and culture. Events rotated between campuses, and on average 5-15 students showed up at each of the coffee house events. In the fall 2018 semester, 4 events total were held, and in the winter 2019 semester another 5 events were held. Coffee and refreshments were provided at each of the coffee houses. Discussion topics included: women in politics, the right to choose, trans national feminism, women's portrayal in media and many more.

GOVERNMENT RELATIONS



FEDERAL GOVERNMENT RELATIONS

The Students' Union sought to increase its government relations work in 2018-19, 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 July 17, 2019, Students' Union Directors and staff met with Ron McKinnon, Liberal MP for Coquitlam-Port Coquitlam to discuss the Knock Out Interest campaign and the upcoming federal election. MP McKinnon was very supportive of reducing student debt and agreed in principle that interest should be eliminated but did not commit the

Liberal Party to any election promises.

MP Peter Julian (NDP)

On July 29, 2019, Students' Union Directors and staff met with Peter Julian, New Democratic MP, to discuss local campaign initiatives and to discuss the upcoming federal election. Representatives discussed the Fairness for International Students and Knock Out Interest campaigns. MP Julian was very receptive to both campaigns as they are in line with the priorities of the New Democratic Party of Canada.

On August 1, 2019, the Students' Union and Douglas College held a Pride Flag Raising event at the New Westminster Campus where New Democratic Party MP Peter Julian attended.

PROVINCIAL GOVERNMENT RELATIONS

TUITION FEE WAIVER PROGRAM FOR YOUTH IN CARE ANNOUNCEMENT

On April 16, 2019, Students' Union representatives attended the BC Government's announcement on the expansion of the Tuition Fee Waiver program for former youth in care at the Coquitlam Campus. There were greetings from Premier John Horgan, Melanie Mark, Vancouver-Mount Pleasant MLA and Minister of Advanced Education and Katrine Conway, Kootenay West MLA and Minister of Children and Family Development. Also in attendance was Joan Issacs, Coquitlam-Burke Mountain MLA. Students' Union representatives had the chance to thank the Premier, Ministers and MLAs for supporting youth that have aged out of government care through the tuition fee waiver program.

MEETINGS WITH LOCAL MEMBERS OF THE LEGISLATIVE ASSEMBLY

In 2018 - 19, the Students' Union developed a plan to meet with local Members of Legislative Assembly (MLAs), however, MLAs were not readily available to meet, as many local MLAs are also in ministerial positions making it even more difficult to schedule meetings.

MLA Katrine Conroy (NDP)

On March 27, 2019, Students' Union Director Gamayo, staff person Dalton, and Social Work student Jaclyn Oostenbrink met with Minister of Children and Family Development Katrine Conroy in Victoria. The meeting focused on the accreditation of the Bachelor of Social Work program at Douglas College. Students in the Bachelor of Social Work program have faced barriers since the introduction of the program receiving accreditation with the provincial accrediting body, the BC College of Social Workers, and the national accrediting body, the Canadian Association of Social Work Education.

The meeting provided Jaclyn the opportunity to present directly to the Minister how the barriers are affecting students in the program financially, personally, and educationally. Although the meeting was brief, the discussion seemed to be well received by the Minister. There has been continued communication between Jaclyn and the Minister's office with efforts to resolve the situation.

In August 2019, Douglas College received correspondence from Canadian Association of Social Work Education that they have made changes in their policy to allow post-secondary institutions that are not members of Universities Canada to apply for accreditation. Bachelors of Social Work students will continue to be eligible to write the Registered Social Work licensure exam with the BC College of Social Workers.

MLA Judy Darcy (NDP)

On August 1, 2019, the Students' Union and Douglas College held a Pride Flag Raising event at the New Westminster Campus where New Democratic Party MLA Judy Darcy attended.

PRESENTATION TO BC SELECT STANDING COMMITTEE ON FINANCE AND GOVERNMENT RELATIONS

On October 11, 2018, Students' Union Directors

presented to the BC Select Standing Committee on Finance and Government Services in Surrey. The representatives provided two specific recommendations for the upcoming BC Budget; one-time funding of \$5 million to BCcampus to facilitate the creation and expansion of open education resources and the elimination of interest on student loans. The committee were very receptive to the recommendations and provided positive feedback to the presenters.

On June 21, 2019, Students' Union Directors presented to the BC Select Standing Committee on Finance and Government Services in Surrey. The representatives presented on two main issues that included the unregulated and unfair handling of international student's tuition fees and the need for an upfront, needs based grant system. The feedback from the committee indicated that they have heard from other students' unions regarding international fees.

BCFS ADVOCACY WEEK

On October 29 - 31, 2018, Students' Union Directors attended the British Columbia Federation of Students Advocacy Week along with all other member locals across the province as well as the UBC Alma Mater Society and the Simon Fraser Students' Society in Victoria. Representatives met with over 70 Members of the Legislature and Cabinet Ministers to talk about issues facing students across post-secondary institutions in BC.

A lobby document containing 12 specific recommendations were created along with a table itemizing the cost of each recommendation as a tangible calculation in order for government to consider these investments as they developed the 2019 Budget. The recommendations were divided into six key areas: Student Financial Assistance, Institutional Funding and fees, Open Educational Resources, Reconciliation Through Education, Regulation of International Student Tuition Fees and Investment in supports for Sexual Violence and Misconduct Policies on Campus.

BC BUDGET 2019

The Students' Union received invitations to attend the BC Budget 2019 presentation at the Legislature in Victoria on February 19, 2019. Students' Union representatives were pleased to witness the elimination of interest on BC student loans and expressed their appreciation during the Budget reception, where Minister Melanie Mark and other government officials engaged with attendees directly about the announcement. Representatives were excited for the opportunity to attend along with students from across the province in order to celebrate the victory for students.

Highlights of the Budget includes:

- Additional funding for Adult Basic Education and English Language Learning programs of \$18 million dollars over 3 years which brings the total annual budget for these programs to \$24 million annually
- Effective February 19, 2019 - interest will no longer accrue on new and existing BC student loans
- Annual increase in core funding of 3.6% over three years

LOCAL GOVERNMENT RELATIONS

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 February 7, 2019, Students' Union Directors and staff met with Mayor Johnathan Cote and discussed transit, issues around housing, the city's indigenization strategy, and the BC Budget release. There was also discussion regarding the implementation of free menstrual products in all K-12 schools in the city.

On August 1, 2019, the Students' Union and Douglas College held a Pride Flag Raising event at the New Westminster Campus where City Councillor Nadine Nakagawa attended.

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.

NEW VP ADMINISTRATIVE SERVICES AND CHIEF FINANCIAL OFFICER

In July 2019, Kayako Takeuchi was appointed to the position of Vice President Administrative Services and Chief Financial Officer at Douglas College following the retirement of Tracey Szirth. The Students' Union is fostering a working relationship with her to continue the administration of the U-Pass BC Program and fee collections.

TRANSFER OF THE ATHLETIC FEE

Douglas College and the Douglas Students' Union had a long-standing formal agreement for the collection of the Athletic and Intramural Fee. The fee was assessed to members to fund intramural sports and other athletic and recreational programs on campus. The fee agreement expired on April 27, 2019, and was not renewed. As of April 29, 2019, Douglas College continues to assess students the fee, independent of the Students' Union, as approved by the Ministry of Advanced Education, Skills and Training.

COLLEGE GOVERNANCE

COLLEGE BOARD

The Students' Union sends representatives to observe College Board meetings and keeps 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.

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.

2018-19 BUDGET CONSULTATIONS

The Students' Union undertook significant work to present a comprehensive budget proposal for investments in key services, financial aid systems and open educational resources. Several of the Students' Union's recommendations were incorporated into the budget plan, with others being investigated for future implementation. Recommendations put forward include improving the student consultation process, capping international tuition fees from exceeding the

rate of domestic fee increases, increase to open educational resources, increase services for international students, increasing college service hours, improving on campus parking.

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 the Associate Director of Students Affairs and Services.

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 Working Group, which is comprised of faculty and

staff to discuss initiatives to promote open learning and OER adoption on campus.

DC STUDENT IT ADVISORY GROUP

The Students' Union worked with the VP of Technology and Chief Information Officer, Brian MacKay, on the creation of the DC Student IT Advisory Group to gather direct feedback and input on technology services at Douglas College. The group held its first meeting in July and meets once per semester. Members of the group appreciate the ability to give direct feedback to the Chief Information Officer.

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.

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.

OMBUDSPERSON PRESENTATION TO HUMANITIES AND SOCIAL SCIENCES FACULTY ORIENTATION

The Ombudsperson was invited to present to the new Humanities and Social Science Faculty at their orientation in August. The presentation including an introduction to the Students' Union, overview of services and the role of the Ombudsperson. This was the first time a faculty has invited the Ombudsperson to present at a faculty orientation and the Students' Union will continue to build relationships with all faculties.

CAMPUS LIFE, VOLUNTEERS & CLUBS



EVENTS

2018 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 distributed handbooks, pens, cell phone pockets and other items at each of these events, as well as promote the Open Educational Resources 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 2018, 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 13 and 14, and all day on September 15 at the Coquitlam Campus. On Friday September 14, the Students’ Union also hosted an all ages EDGE after party with a live DJ, photo booth and snacks. The Students’ Union opened up the EDGE Afterparty to all students to create more accessibility to this event, and approximately 100 non-EDGE students attended. Overall, approximately 200 students participated in EDGE, and 275 students attended the EDGE Afterparty.

Annual Pancake Breakfasts

The Students’ Union held two pancake breakfasts, one at each of the New Westminster and Coquitlam campuses on September 12 and 13, 2018, respectively. More than 2,200 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 gain feedback from members about the Douglas College and asking students about their priorities in terms of College funding.

Fall Beverage Garden

The Students’ Union held its’ first ever Beverage Garden event at the New Westminster Campus on September 6. This new event was all-ages and created with the intention to welcome new and returning students to Douglas, and to bring the Douglas College community together. Approximately 600 students, staff and faculty attended this event. This was an outdoor, tented event held in the 4th floor breezeway between the college and Students’ Union buildings, with carnival games, social

activities, a photo booth, live DJ, designated tent with a licensed bar, and free pizza, popcorn and snacks. As this was a large licensed event on campus, the Students’ Union worked together with the Safety, Security and Risk Management Team to create a risk register to address and mediate safety risks. This event was a success, and moving forward the College gave approval for the Students’ Union to hold this event at both campuses moving forward.

2018 FALL EVENTS

Movie Afternoons

The Students’ Union held 3 movie events at each campus during the fall 2018 semester and provided free popcorn.

Indigenous Students’ Welcome

The Students’ Union held this event at the Coquitlam campus on September 25 and in New Westminster campus on September 27 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 healthy salmon lunch.

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.

Pub Nights

Two pub nights for 19+ members were held during the semester on October 18 at the Tap House Guildford and November 15 at The Tap House Coquitlam. A private area was reserved for members to mingle and dance and free appetizers were provided. 100+ students attended both of these events.

Fright Night

The Students' Union provided discounted admission to the Fright Nights at Playland throughout October. 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 27 and 29, 2018 at each of the Coquitlam and New Westminster campuses. The events included a Mexican taco bar lunch, holiday movies, holiday decorations throughout the space 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 and study/exam resources. The New Westminster campus event was held in the fishbowl inside the main concourse, and in the Tim's Café at Coquitlam. Approximately 100 - 200 members attended study hall each day.

2019 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 upcoming events, and campaign to eliminate interest on student loans.

Welcome Back Mac & Cheese Lunch

The Students' Union held a welcome back lunch at the Coquitlam Campus on January 15 and at New Westminster on January 17. 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 17 at the Tap House in Coquitlam. 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.

New Student Orientations & Socials

The Students' Union participated in the Colleges New Student Orientations and presentations during the first week of January, and also the Mix and Mingle event on January 2 and the Campus Carnival on January 4. The purpose of the social events was for new students to make connections with peers and get any questions that they have answered.

2019 WINTER EVENTS

Pub Nights

In addition to the welcome pub night, two additional events were held during the semester on February 28 and March 21 at The Taphouse Coquitlam. A private area was reserved for members to mingle and dance with a live DJ, and free appetizers.

Dog Therapy

The Students' Union held Dog Therapy Days on March 12 in New Westminster and March 14 in Coquitlam. Members were again very receptive to

the dog therapy.

Movie Afternoons

The Students' Union held movie afternoon events in New Westminster on January 29 and March 19, and in Coquitlam on January 31 and March 31. Free popcorn and snacks were provided to members, as well as mini games and DSU swag.

Winter Beverage Garden

After the success of the fall 2018 Beverage Garden, The Students' Union held this event in March at both campuses in the winter 2019 semester. This event was a success in bringing the Douglas College community together. Approximately 800+ students, staff and faculty attended each of these events. They were held outdoor and tented, in the 4th floor breezeway at New Westminster and in the courtyard between AB/CD buildings in Coquitlam. The events featured carnival games, social activities, a photo booth, live DJ, designated tent with a licensed bar, and a free Greek souvlaki lunch. The Students' Union worked together again with the Safety, Security and Risk Management Team to create an updated risk register to address & mediate safety risks. This event was a wonderful way to end the semester.

Study Hall

The Students' Union provided designated study space on campus with free coffee and study/exam resources for 2 weeks during final exams. Events were held in the Tim's Café area in Coquitlam, and in the concourse fishbowl in New Westminster. Approximately 150 - 200 members attended study hall each day at each campus.

2019 SUMMER EVENTS

Summer BBQ

A Summer BBQ was hosted outdoors at each of the New Westminster and Coquitlam campuses on May 28 and 30. Members enjoyed chicken, beef and vegan burgers, and received information about the

Students' Union summer services, events and campaigns. The Students' Union also arranged a photo booth and ice cream sandwiches. The 4 DSU Collectives were featured at this event to promote their initiatives and reach out to new members.

Pride Celebrations

The Students' Union and BC Federation of Students participated with Douglas College in the Pride parade in Vancouver on August 4, and in New Westminster Street Festival on August 17. Tables were setup with resources, button making and swag. Flag raisings and social events were held leading up to these events.

World Environment Day

The Students' Union hosted an event in the New Westminster Campus concourse to draw attention to World Environment Day on June 5. Activities included creating reusable containers from milk jugs, planting potted herbs and veggies for students to take home, and creating feathers and crafts from recycled materials. Vegan baked goods were catered for students, and folks signed a pledge of sustainability and shared ideas for actions

New Student Orientations

During the last two weeks of August, Douglas College hosted six New Student Orientations, two International Student Orientations and one Athlete Orientation. The Students' Union was involved in all of these events and used them as an opportunity to inform incoming members about the Students' Union and the BC Federation of Students. The Students' Union gave away free branded swag 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 2018-19 there were 35 ratified clubs and the Students' Union allocated \$15,125 in funding based on requests from clubs.

CLUB REGISTRATION PACKAGES

Every year, the Students' Union works to improve the club packages to make it more accessible for members seeking to start or renew a club. In 2018-19 the Students' Union improved club packages based on policy changes and requests from clubs council. 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 participated in these events each semester. This was the first year we did not include a club showcase as part of the Clubs Fair, as in previous years we found that only Dance clubs participated in the showcase and was not a good use of time with the fair. Without the club showcase, the event was still very successful and well attended by clubs and members.

CLUB POLICY CHANGES

In summer 2018, the Students' Union made amendments to the DSU Clubs Policy to include and reference the Douglas College's Risk Assessment Tool. With the addition of the Risk Assessment tool, we saw a slight decrease in registered clubs during the 2018-19 year, because certain clubs that

qualified as high risk or liability could not be ratified or renewed for the year. In the 2018-2019 year, the Students' Union continued to review the policy to incorporate other Douglas College Policies into the DSU Clubs Policy. The Students' Union does this because even though the Students' Union is separate from the college, club activities often happen within the college. The Students' Union will continue to do this in the future, as new college policies arise.

CLUB COUNCIL

The Students' Union created a structure for club feedback and input in 2016-17, the DSU Club Council. The Council is a body where each club appoints 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.

In 2018-19, the Students' Union attempted to make the Club Council more of a community between clubs. An initiative that was implemented in 2018 - 19, which came from the Club Council, was the Clubs Portal. The Clubs Portal provided a club email, storage, shared calendar and other tools for clubs to use, through the Students' Union G-Suite account.

VOLUNTEER ENGAGEMENT

The Students' Union operates a leadership program called the DSU Crew to engage interested and motivated volunteers. Volunteer opportunities are 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 2018-19, 276 members approached the Students' Union to volunteer and approximately 150

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. 10 DSU Crew training sessions were held in 2018-19 including 4 in fall 2018, 3 in winter 2019 and 3 in summer 2019. 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 were informed about how the Students' Union and the college differed in their work. The trainings also included mock tabling activities to prepare them for upcoming events and campaigns.

The Students' Union hosted volunteer appreciation events at the end of the fall 2018 and winter 2019 semesters. The appreciation event was to celebrate and thank the work of the volunteers for the semester.

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 2018 - 19 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 2018 - 19 year.

ANNUAL GENERAL MEETING

The Students' Union held its' Annual General

Meeting on January 23, 2019 at the New Westminster Campus. The meeting was quorate with more than 100 members participating. Members received the 2017-18 annual report, and approved the 2017-18 audited financial statements. The meeting also considered four bylaw amendments, including resolutions to amend board responsibilities and hours, amend the board composition to 15 members, and to amend the delegation size for provincial general meetings. All proposed bylaw amendments were passed by the membership.

BOARD OF DIRECTORS ELECTIONS AND ORIENTATION

The Students' Union held its' annual election between January 23 and February 15, 2019, with a single slate of candidates running for office. After five days of voting across both campuses, over 900 members cast ballots. There were no disqualifications.

The Students' Union's Board Orientation was held May 1-3, 2019, in Whistler. The sessions were assisted by BC Federation of Students Executive Director Michael Olson and the meeting was attended by Douglas College staff Duane Siebel. Sessions held at the meeting taught Directors about the Students' Union's structures and finances, the legal responsibilities of directors, staffing and labour relations, and the regular responsibilities of directors. The board used the time to develop a set of basic goals and plans for the year ahead.

STRATEGIC PLANNING

The Executive and Staff met for a full-day planning session June 11, 2019. Executives and staff were joined by BC Federation of Students staff Jenelle Davies. The meeting began by evaluating last year's plan and then worked to develop updates for the coming year.

POLICY AND BYLAW UPDATES

2018 -19 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 the past three years.

Policy Updates

The Board of Directors made major changes to the Students' Union's policies in 2018-19 to bring the documents up-to-date, and make the internal structures of the Students' Union more functional and accountable. Over the past two years, the Students' Union has continued to review and update all policies.

STAFFING

REGULAR STAFF AND STAFFING CHANGES

In April 2019, Executive Director Steven Beasley – on leave – resigned from his position to continue his work with the Canadian Union of Public Employees. After an internal posting in accordance with the Collective Agreement, Executive Director Andrew Dalton was hired on into a permanent position.

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 2018-19 year, hiring took place to adjust for regular turnover and a leave of absence in student staff in summer 2019.

STAFF MANAGEMENT ISSUES

The 2018-19 year continues to be 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.

2017-18 Audited Financial Statements

The Students' Union's 2017-18 financial statements were prepared on time and audited prior to December 2018. The statements, along with the auditor's report was presented to the annual general meeting held January 23, 2019 and received by the general membership.

2018-19 Audited Financial Statements

Work on the 2018-19 financial statements began in late August 2019 and the bulk of the statement and audit preparation will be completed by December 2019. The audited financial statements and report of the auditor will be presented to the general membership in January 2020 at the annual general meeting.

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 BC Federation of Students and the Other Press.

Students' Union Fees

The Students' Union fees were increased in 2018-19

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 2018-19 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 2018-19, the fees for the BCFS were increased by the rate of inflation per the organization's bylaws.

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 2018-19, the Students' Union 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 2018-19, the Students' Union worked with Douglas College to deliver Online Orientation for new students. This resulted in increased adoption and usage of the DS App.

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

37th Annual General Meeting (January 2019)

The Students' Union sent Directors Ataiza, Codoy, Gamayo, Hutchison, Klassen and Pesklevits, along with staff persons Tracy Ho and Andrew Dalton, to the general meeting. Delegates were pleased with the workshops and sessions provided, and valued the decisions made. Students' Union Director Tanysha Klassen was elected as the BCFS Chairperson at the meeting.

76th Semi-Annual General Meeting (July 2018)

The Students' Union sent Directors Ataiza, Chirino, Codoy, Drummond, Gamayo, Lal, Mitro, and Pesklevits along with staff persons Andrew Dalton and Delaney Sullivan, as delegates to the general meeting. Delegates found the meeting very helpful as sessions focused on the upcoming Federal Election with tabling and event planning.

EXECUTIVE COMMITTEE

Between September 2018 and April 2019, the Douglas representative to the Executive

Committee was McKenzie Hutchison, Director of Finance. Between May 2018 and the end of the fiscal year, Douglas students have been represented on the Executive Committee by Abby Mitro, the Students' Union's Director of Finance.

35TH 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 2018-19 Directors Ataiza, Chirino, Gaidu, Gamayo, Jamisola, Lal, Mitro, Pesklevits, Ramkumar and Tang attended the Skills Development Symposium along with three staff members. Directors reported that the symposium was very helpful in providing necessary skills and knowledge for their terms of office.

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 the summer of 2017 the Students' Union renewed their existing broker agreement with Gallivan to

extend the agreement to conclude at the end of the 2019-2020 academic year. In the summer of 2019, the Students' Union renewed their existing agreement with Green Shield for one more year so that both agreements will be up for review and renewal in the spring of 2020.

BENEFITS CHANGES

With the one-year extension of the agreement with Green Shield, the Students' Union looked at options to improve the health and dental plan in a way that

students would see a tangible increase in benefits. After many conversations with Gallivan, the Students' Union put in place a major change to prescription coverages. Members covered under the health and dental plan now have access to 100% coverage of their prescription medications.

ADDITION OF LEGAL SERVICES

Members on the health and dental plan now have access to over-the-phone legal service that provides free consultations and legal advice for students on a number of legal issues. If students require further legal advice and consultations, they can be referred to local legal services at a discounted rate. In 2020, the service will be reviewed to look at usage and the success of the program.

MEMBER HANDBOOK AND DAYPLANNER

The Students' Union produces its annual handbook through a service of the BC Federation of Students. The BC Federation of Students continually keeps the price stable, with handbooks arriving early in August every year in time for orientation and welcome back events.

2018-19 HANDBOOK

The Students' Union ordered 10,500 handbooks for the 2018-19 year through the BC Federation of Students' service. The finished books were delivered on time and in advance of August 2018 orientation events. The Board was pleased with the quality of the 2018-19 book and members expressed appreciation for the updated design.

2019-20 HANDBOOK PRODUCTION

In the Spring of 2019, the Students' Union began working on the Handbook for the 2019-20 year. The 2019-20 handbook arrived in time for New Student Orientations in August 2019.

STUDENT DISCOUNT APP

The Students' Union provides student discounts in

coordination with the BC Federation of Students and other member local unions around the province. Throughout 2018 and 2019, the Students' Union worked with the BC Federation of Students Executive to devise a plan to create a new discount service in the form of an app. The Deals App officially launched at the end of the summer 2019 just in time for the fall semester.

SOLICITATION OF DISCOUNTS FOR 2018-19

In the spring of 2019, the Students' Union began the work of expanding discounts available to members across suburban Vancouver. For the solicitation of discounts, the Board 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 2019, over 20 discounts had been secured.

FUTURE PARTICIPATION

In the past years, Students' Unions around the province focused on securing new discounts throughout the spring to meet deadlines of the old International Student Identity Card program through the Canadian Federation of Students. With the introduction of the online program and format through the BC Federation of Students, the Students' Union will be now be able to focus on securing new discounts all year round as a way to improve services and savings for students.

MEMBERSHIP DEVELOPMENT AND MEMBER SUPPLIES

FALL 2018 MATERIALS

In summer 2018, the Students' Union ordered \$22,000 worth of swag items from the BC Federation of Students' ethical bulk purchasing service including t-shirts, three types of water bottles, lanyards, pens, ceramic mugs, hoodies, notebooks, toques and cellphone pockets. The Students' Union worked directly with Fairware outside of the service to order the ceramic coffee mugs and sweatshirts.

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. Due to the popularity of the 2017-18 designs, the Students' Union used the same artwork for a lot of the materials in the 2018-19 year.

WINTER 2019 MATERIALS

In December 2018, the Students' Union ordered camp mugs through Fairware and baseball hats from Union Proud, a unionized swag company that produces materials for labour unions across the country. The items arrived on time and were very well received by members. The materials were used to promote events and as prizes for members.

2019-20 MATERIALS

The Students' Union produced more than \$30,000 of materials for the coming year in July 2019, and again used the BC Federation of Students' service to order t-shirts, water bottles, lanyards, metal straw sets, pens, highlighters, cell phone pop up stands, sunglasses and cellphone pockets. The Students' Union also worked directly with Fairware to order hoodies, 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 members could use and wear on a day-to-day basis.

READY EDUCATION MOBILE APPLICATION

The READY Education mobile app is provided to Douglas members in the form of the DS app. The app service is an important function in providing an avenue of communication between the Students' Union Board and its members. In addition to its membership development functions, the app also provides a valuable service to students. READY Education resulted from the merger between OOHLALA and Dublabs in August 2018, 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 2018-19 year with nearly 30% usage among members, and utilization was nearly 52% by the end of the year. The app facilitated many connections between members with 200,000+ direct messages, 1,000+ connections and 6,000+ posts. The app also supported members accessing services digitally with 3,000+ clicks to update monthly U-Pass, 2,500+ accessing Online Orientation and 2,200+ accessing the Buy & Sell Marketplace. Douglas continues to be a leader in app usage in Canada, with one of the most broad and active communities of users.

SERVICE IMPROVEMENTS

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 Online Orientation for fall 2018, winter 2019 and summer 2019 with additional information and improvements to that feature.

Integration with Douglas College

Throughout 2018-19, 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 have continued to work 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 2018-19, the Students' Union worked with other students' unions in the region to secure a renewal of the U-Pass BC program along with a commitment from government to provide ongoing funding. Together, the Students' Unions of the lower mainland were able to secure a 5 year extension to the agreement that would see minimal increases limited to 2% annually until 2025.

In January and February of 2019, the Students' Union hosted a referendum for all members to vote on the potential agreement that would benefit students for many years. Members approved the extension, increases, and continued participation in the program as nearly 92% voted in favour of agreement.

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 2018-19 year and demand continues to grow for bookable study and group gathering spaces.

STUDENTS' UNION LOUNGE – NEW WESTMINSTER

In early 2018, the Students' Union began the process of planning a major renovation of the Students' Union Building at the New Westminster campus. The plan included more functional spaces for members for studying, relaxing, and hosting events, while updating the spaces to a long last modern look. The Students' Union hired Terra Housing Consultants to help with the project and plans were set in motion for Fall 2018.

Phase 1 of the project began with construction on Level 1 in October 2018. The first phase lasted three months, with Level 1 opening back up to members at the end of January 2019. Level 1 saw upgrades to the bathrooms, collectives and clubs space along with hallways, storage areas, and a large overhaul of the main meeting spaces becoming one large functional space for table tennis, events, studying, and club use.

Phase 2 of the project began early January 2019 and saw a complete overhaul of Level 3. The renovations included new meeting spaces, pool tables, study areas, removal of the old kitchen space, creation of a new student kitchen space, an additional accessible washroom, and the updating of existing washrooms. Construction was completed mid-August just in time for Fall 2019 orientation. The space was extremely well received and immediately put to good use with members utilizing the space.

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 2018-19 but notes that usage of the lab and printing service continue to decline year after year.

STUDENTS' UNION OFFICE SERVICES

The Students' Union maintains service counters at both the Coquitlam and New Westminster campuses. To better serve members, the Students' Union purchased Square systems for both counters to accept all forms of payment, including cash, debit, and credit.

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 2018-19.

STUDENTS' UNION LOUNGE - COQUITLAM

The Students' Union maintains a student lounge space on the Coquitlam Campus. This space was shared with Student Life until fall 2019 when the growth of the Board of Directors required more office space on the Coquitlam campus and Student Life moved to a new office of campus. Work has been undertaken in the past 3 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 and the Students' Union looks forward to the opportunity to continue to grow.

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

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. The Grant Fund was utilized by several students throughout the year and the Students' Union looks to work towards better advertising and utilization of the fund.

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 2018-19, Ombudsperson Drop-Ins were implemented and held once a month at both the New Westminster and Coquitlam Campus to increase visibility and access to the service. The Drop-Ins have been successful and will continue as a regular function of the Ombudsperson Service.

The Ombudsperson Intake Form was updated in 2018 along with the creation of an online form on the Douglas Students' Union's website to make the service more accessible for members. While the majority of members contact the Ombudsperson in person over emails, many members are utilizing online resources to access the service.

The number of members that the Ombudsperson support has grown steadily over the past 4 years, and has seen an increase of 156% in 2018-19 from 2016-17. The cases the Ombudsperson supported members with range from conflicts in the classroom between instructors and members, final grade appeals, academic dishonesty concerns to

accommodation issues. Concerns regarding the cost of online modules and the completion of online assignments as a requirement for grades are becoming more of an access and fairness concern for members.

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 2018-19, 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.

This year, the Students' Union moved to a food basket system that provides staple foods to members twice a semester. The Students' Union continues to work towards ensuring the food bank is used as an emergency service, as it intended for campus food banks.

BOARD OF DIRECTORS

September 2018 - April 2019

Coquitlam Campus Director
Director of Campus Life
Director of College Relations
Director of External Relations
Director of Finance
Director at Large
Director at Large
Director at Large
Director at Large
Indigenous Students' Representative
Pride Representative
Students with Disabilities Representative
Women's Representative

Francis Ataiza
Paul Wittayaworapat
Telka Pesklevits
Tanysha Klassen
Mckenzie Hutchison
Joel Codoy
Mitchel Gamayo
Abigail Mitro
Klyde Ouano
Sahara Tom
Melissa Chirino
Alicia Wotherspoon
Aahalee Bandyopadhyay

BOARD OF DIRECTORS

May 2019 - August 2019

Accessibility Representative
Campus Representative - Coquitlam
Campus Representative - Coquitlam
Campus Representative - New Westminster
Campus Representative - New Westminster
Campus Representative - New Westminster
Campus Representative - New Westminster
Director of Membership Development
Director of Campus Life
Director of College Relations
Director of External Relations
Director of Finance
Indigenous Students' Representative
Pride Representative
Women's Representative

Daragh Drummond
Joel Codoy
Sherlyn Tang
Nikiel Lal
Klyde Ouano
Amrita Ramkumar
Eric Sundmark
Francis Ataiza
Melissa Chirino
Telka Pesklevits
Mitchel Gamayo
Abigail Mitro
Caitlin Spreeuw
Princess (Mae) Jamisola
Gurpinder Gaidu

LOCAL STAFF

Executive Director

Finance and Accounting Coordinator
Organizer - Advocacy
Organizer - Campus Life
Organizer - Membership Outreach
Services Coordinator

Steven Beasley (On leave - resigned April 2019)
Andrew Dalton (Interim - September 2019 - April 2019, permanent as of April 2019)
Roxana Matasa
Tracy Ho
Deepa Singh
Delaney Sullivan
Ashley Gordon

