

50 YEARS OF INCORPORATION

The Students' Association of Mount Royal University
Annual Report 2016-17



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"I've always believed, as Stephen Leacock said, that students learn at least half of what they learn at university from each other, and from the experiences that they have on campus."

-DR. ROBERT WYCKHAM





A MESSAGE TO OUR MEMBERS

The theme of this annual report is reconnection, an apt and timely theme for our association as it nears its 50th anniversary of incorporation.

We celebrate this milestone not because it highlights our age and traditions, but because it celebrates a time when the Students' Association achieved the legal status which gave it some permanency beyond the individuals working for it and beyond its ever-changing membership. Associations are formal organizations of people for shared purposes; in our case, to represent and serve students to help them succeed. Associations are also links between people. These people are our members, our volunteers, our staff and our student leaders over decades and generations. Their voices and efforts have built the organization we are today and we are proud to be able to focus on reconnecting with them as an organization and providing an opportunity to link current students, staff, volunteers, and leaders with our alumni. We nurture an environment where every student can discover themselves, build meaningful relationships and make a difference in the world.



As the organization evolves, we inevitably encounter growing pains. Meeting and overcoming these challenges builds strength and resilience. And it creates some of our best stories. Some of our most cherished moments relate to how we rallied together and overcame the odds. It can also mature an organization, bringing it up-to-date and increasing its readiness for the future, acknowledging and honoring the complexity of our context as a charity, an association, a student-governed organization, and an organization that is dedicated to helping the whole sector develop. Our best hopes for the future include all of this.

When we succeed, as we so often do, we move to a new level – once again setting higher standards where we will be able to speak confidently of our organizational identity as a recognized leader in each of our sectors.

This is a legacy of which we, all of us, can be proud



SAMRU AT A GLANCE

 \$2,926 in online donations Up by 9% from previous year	 1,229 Used books consigned, 425 sold	 600 Governor volunteer hours given	 Chicken Tenders: Top selling food item at the Hub. 2,475 units sold
 11,511 Total social media followers Up 9% from previous year	 1,702 Voters in the REC Election (15.9% voter turnout)	 27,138 People on average entered Wyckham house every week	 4,512 swag items distributed to our members

CLUBS

\$13,338

AWARDED TO CLUBS

2.5 times more funding provided
than the previous year

211

CLUB HOSTED EVENTS

with 65% of them being
held on campus

80

SAMRU CLUBS

50 re-ratified and
30 new

\$1,504.35

CLUBS' DONATIONS

in 2016/17
from 6 clubs

113

ELF applications received.
Average amount awarded
per student \$530

100

SAMRU award applications
received, 21 awards given
(\$41,500 total)

21

Students graduated
from the Pinnacle
Leadership Challenge

100

seedling pots given
out on Main Street

APPROX.
2,400

**STUDENTS FED FROM
EXAM RELIEF CART.**

Up 20% from previous year

58

STUDENTS ON AVERAGE

per day used the
Free Breakfast program

61

GOOD FOOD BOXES

given out



VOLUNTEERS

34

Returning service
volunteers

98

New volunteers
(50 for Tax Clinic alone)

181

Total active volunteers
who donated 3,317 hours
of their time

92

items sold at lost
and found sale.
\$911 in revenue

95

tax returns completed
at the tax clinic

139

emergency
student loans given
out (25 more than
previous year)

190

students served in the
student advocacy office.
(25 more than previous year)



Over 7,300 full-time credit
students were enrolled
in the student health and
dental plans

"friendly"

Was most often used as the
adjective that best describes
SAMRU (from the annual
Student Satisfaction and
Awareness Survey)

TENANCIES



11 food kiosk tenants, 10 "other"
including the convenience store,
pharmacy, dental office, student
newspaper, Health & Dental office,
and bank machines



Finalized the new lease for INS
Market convenience store to
replace the Collegiate Shop



STRATEGIC PLAN: OBJECTIVES & PRIORITIES

SAMRU is committed to improving the lives of our student members—providing them with successful operations, relevant and meaningful services, strong representation, and principled governance.

OUR MISSION

We represent and serve students to help them succeed.

OUR VISION

Where every student can discover themselves, build meaningful relationships, and make a difference in the world.

VALUES

Learning goes beyond the classroom, contributing to the realization of aspirations.

Community is built on individual relationships and shared resources.

Our autonomy makes it possible to respond to the needs of our members.

Our integrity requires accountability, openness, responsible stewardship, and ethical governance.

Diversity makes our community stronger and more vibrant.

Fun is essential to creativity, engagement, and social development.

STRATEGIC PRIORITIES 2014-18

Constructive Relationships

Awareness, understanding, and cooperation form a strong foundation of the network of personal and professional connections that span our organization, our membership and the campus community.

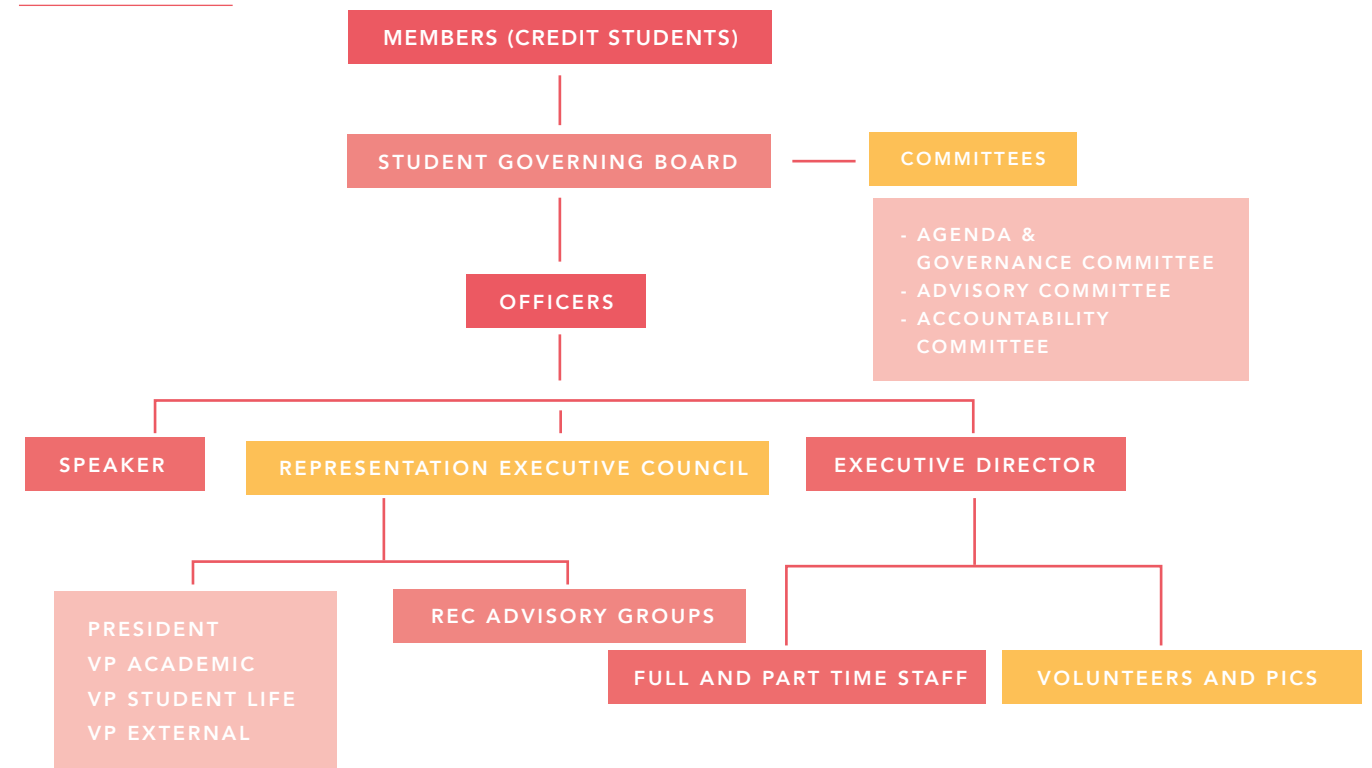
Vibrant Student Centre

Our physical space is a source of organizational strength and resilience that allows us to enrich students' lives and the campus community.

Responsiveness

We listen to, learn from, and communicate with students and stakeholders to best represent members' needs, invite their inclusion, use resources effectively and demonstrate transparency.

ORGANIZATIONAL STRUCTURE





GOVERNANCE AND REPRESENTATION

Appearing together above are the four members of the Representation Executive Council (REC) from 2017/18 along with some of the Student Governing Board members from 2016/17 and from 2017/18.

2017/18 REPRESENTATION EXECUTIVE COUNCIL (from left to right): Cordelia Snowdon, Madelaine McCracken, Shifrah Gadamsetti, Aria Burrell

SOME OF THE GOVERNORS FROM 2016/17 AND FROM 2017/18: Patrick Sheldrake, Samantha Barlage, Noel Bahliby (Speaker), Aaron Horne, Ashton Turcotte, Andrew Nguyen, Diana Huynh, Dallas McManaman, Olga Barcelo, Ed Hale

GOVERNORS NOT PRESENT IN PHOTO: Shayla Breen, Madison Colberg, Jason Droboth (Speaker), Priyanka Dutt, Nathan Frey, DeAnna Kweens, Nathan Lawley, Shania Miller, Brady Pember, Cayley Rawlyck, Spirit River Striped Wolf, Allie Robinson, Steven Trottier, Amanda Van Nest, Alex Wright

The Student Governing Board is the highest decision-maker for SAMRU and has SAMRU's legal authority. This group sets the tone for the whole organization. The board is responsible for determining what SAMRU's members want and need from their Students' Association, and takes these membership expectations to develop strategic priorities and policies to guide and focus SAMRU's work.



Outstanding Governor of the Year 2016/17

CORDELIA SNOWDON

As a 3rd year Policy Studies major, Cordelia became a member of the SAMRU Governing Board in August of 2015. During her time on the Board she took on the role of chair in many work groups such as the Board Building group, the Executive Director Performance Review group, and the Social Planning group. This was in addition to volunteering over 160 hours in a semester and working part time at the Distress Centre. Cordelia hopes that she can make a difference in the world by role modelling her values of volunteerism, accountability, and community activism.



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The Board is made up of 14 governors, elected from and by members, who each have a single vote. The Board meets monthly during the fall and winter semesters and every other month during the spring and summer semesters. In the interest of increasing organizational transparency and involving our members in SAMRU governance, Governor meetings are open to the public, and meeting minutes are available on our website.

The Board is supported by several officers who fulfill specific roles to aid the Board in

the fulfillment of their mandate. The Speaker, who is a student and is appointed by the Board, serves as SAMRU's chief governance officer. This person is responsible for leading the Board and Board committee meetings, and also for guiding the Board in its own self-management.

The President of the Representation Executive Council (REC), who is also a student and is elected from and by the members, serves as the chief representation officer. This person is responsible for leading the Representation Executive Council (REC), a group of four elected student leaders tasked with representing students' issues and interests to the university and all levels of government.

The Executive Director serves as the chief staff officer and is appointed and employed by the Board. This person is responsible for administering and managing the Students' Association, including its personnel, finances,



facilities, programs, and services. The REC President acts as an advisor to the Board in the area of representation, and the Executive Director advises in the areas of operations and finance. Governors are elected by the SAMRU membership in the fall semester to serve two years on the Board. They can also be appointed (elected by the Board) as necessary throughout the year.



NEW SPEAKER

Jason Droboth, appointed in May 2016, was the speaker of the Student Governing Board until March 2017. Nathan Lawley was appointed interim Speaker until Noel Bahliby took the reins from him for a two-year term starting in May 2017.

PJ & SOUP DAY

PJ & Soup Day is not only a tradition, it's an invaluable bridge between the Student Governing Board and the student body. On this day, governors spend the afternoon handing out free bowls of soup and answering students' questions about what the Board does, or about their role as governors. All students are encouraged to wear pajamas or other comfortable clothing to campus on this day.

WORK GROUPS

Accountability Committee and Sub-Committees:

- Money Group
- Audit Review
- Investments Review
- REC and ED Expense Review Committee
- ED Performance Review
- REC Salary Review
- REC Work Conditions

Agenda and Governance Committee and Sub-Committees:

- Social Planning
- AGM Planning
- Governor Elections Planning
- Board Building
- CRO Hiring
- REC Elections Planning
- Governor Nominations
- Speaker Hiring
- Governance Coach Review
- Elections Policy Review

SAMRU Advisory Committee

Advises Students' Council on issues that may affect the organization's strategic direction or purpose and the fulfillment of its fiduciary responsibilities.

GOVERNANCE AND REPRESENTATION

REPRESENTATION

SAMRU representation work is carried out by the Representation Executive Council (REC) in accordance with the wishes of the Student Governing Board, which is responsible for governing SAMRU. REC is made up of SAMRU Officers, elected by SAMRU's members. The President, Vice-President Academic, Vice-President External, and Vice-President Student Life represent the interests of students to Mount Royal University, as well as externally to all three levels of government. Highlights of SAMRU's representation and lobbying work include the following:



STAND ALONE SEXUAL VIOLENCE POLICY AND SUPPORT

A new MRU stand-alone sexual assault policy was developed in collaboration with SAMRU to support all members of the campus community. The comprehensive policy was the first of its kind among Alberta's post-secondary institutions.



COUNCIL OF ALBERTA UNIVERSITY STUDENTS (CAUS)

The VP External, Dexter Bruneau, was elected the Chair of CAUS, a provincial student organization of which SAMRU is a member. Responsibilities of this role included being the primary representative to the Government of Alberta and the Ministry of Advanced Education on behalf of all undergraduate university students, as well as research, policy, and advocacy development.



GOVERNMENT CONSULTATIONS

SAMRU representatives were involved in many consultations with the provincial government on topics such as mental health funding, tuition and fees regulation, and roles and mandates for university governance. While students were grateful for the temporary extension of the tuition freeze, they continued to advocate for an affordable, predictable, and transparent tuition model for students.



CANADIAN ALLIANCE OF STUDENT ASSOCIATIONS (CASA)

SAMRU maintains membership in CASA and is an active participant in their federal advocacy strategy. The year's highlights include four conferences: CASA Foundations; Policy and Strategy; Advocacy Week; and the Annual General Meeting. Last year, members of CASA (including SAMRU representatives) had a record number of engagements on Parliament Hill, with over 160 meetings with MPs, Senators, and government senior advisory staff.



2016/17 Representation Executive Council (from top to bottom): Shifrah Gadamssetti, President; Robbie Nelson, VP Academic; Valerie Caden-Baptiste, VP Student Life; Dexter Bruneau, VP External.

ENVISION TOMORROW PROJECT

SAMRU representatives participated in the Envision Tomorrow project – aimed at increasing democratic engagement and reducing barriers for involvement. Part of their work included consultation and advocacy meetings with municipal government officials to increase voting access to post-secondary students. Their work resulted in the approval of advanced polling for elections on campus, laying the groundwork for permanent infrastructure for future elections.

WOMEN IN POLITICS PANEL

REC President Gadamssetti, in collaboration with the MRU Faculty of Arts, hosted a Women in Politics Panel in Winter 2017. The panel brought together women in politics representing a variety of parties and intersectional identities to speak about their experience in politics. Panel members included Hon. Minister Ganley (Minister of Justice and Solicitor General), MLA Aheer, MLA Cortes-Vargas, Michelle Robinson, and Kerry Cundal, and was moderated by Professor Lori Williams from the Policy Studies department at MRU.

OPEN EDUCATIONAL RESOURCES

Affordable textbooks continue to be a pressing concern for students. SAMRU representatives, in partnership with peers at other Albertan universities, launched an awareness campaign on the costs of textbooks and affordable alternatives such as Open Educational Resources. The campaign highlighted how much money students spend on educational materials, and how other financial needs (such as rent, groceries, and car payments) are impacted by these costs. The event was a resounding success, and has set the groundwork for exploring affordable options for students with faculty, administration, and government officials.

BUS RAPID TRANSIT (BRT)

REC partnered with Calgarians for BRT to support affordable, accessible, efficient transportation options for students. SAMRU representatives attended a 16-hour Calgary City Council meeting to advocate for the Southwest BRT project, which would service the Mount Royal community. The project was approved at the end of the meeting, and city council was appreciative of the time and effort that students put into supporting the project.

STUDENT CONNECT

The annual mixer hosted by REC serves to bring students together with municipal, provincial, and federal politicians for an informal night of conversation and democratic engagement. SAMRU had over 40 government officials attend, with Calgary Mayor Naheed Nenshi as the keynote speaker.

UNIVERSITY REPRESENTATION

REC continues to advocate for students on a variety of committees with university administration, faculty, and staff. The President of REC is appointed to a seat on the MRU Board of Governors, the most senior decision-making body at MRU. As well, REC work to express student concerns at the Budget Advisory Committee, Tuition & Fees consultations, the Diversity & Meaningful Inclusion Steering Committee, the Institutional Strategic Plan Implementation Committee, and a variety of other academic and non-academic groups across campus.

2017 ELECTIONS



Held February 27 to March 1, 2017

3/4

Contested Positions

15.9%

Voter Turnout

1.3%

Decrease in turnout over 2016



2017/18 Representation Executive Council (from left to right): Aria Burrell, VP External; Shifrah Gadamssetti, President; Cordelia Snowdon, VP Academic; Madelaine McCracken, VP Student Life.



HIGHLIGHTS FROM THE PAST 50 YEARS

Over the course of 50 years, SAMRU has evolved into more than a Students' Association. We've created a community of current students, alumni, and staff. Though we've been incorporated for 50 years, much effort was put in before that milestone was achieved, and much work afterwards to develop the organization into what it is today. We will proudly continue our mission of serving students and helping them succeed.

To celebrate 50 years of SAMRU, the organization held an anniversary party on October 21, 2017. A total of 85 alumni and well-wishers joined us for the celebration, including Dr. Robert Wyckham, for whom the Students' Centre is named. Thank you to everyone who made this event a success; we're so excited for the next 50 years.



"The Students' Association here is a classic example of the development of individual leaders, the development of skills of communication, and your experiences outside the classroom, and I congratulate you on that."

A STATEMENT BY ROBERT WYCKHAM

(abridged from his speech at the SAMRU 50th anniversary celebration):



I was a graduate student at the MPA program at the Ivy school in London, Ontario at the University of Western Ontario. I applied for a job at Mount Royal College and was accepted at the grand sum of \$4,800 a year. We arrived here in August of 1962. After some period of time of trying to determine how to be an instructor of all kinds of different subjects that I was not an expert on with the indulgence of the students, at that point the Principal asked me if I would be a mentor to the Students' Association. We met briefly here in Calgary and decided to have a caucus in Banff for the weekend.

It was very clear when we had our discussions in Banff that the students at MRC had the same problems that students had in other academic institutions in Canada, and it all stemmed from the notion of in loco parentis, which is a fancy way of saying that the College wanted to be the parents of the students. And you don't want the University acting as your parents. You want some independence; you want some free-

dom; you want to be able to make your own decisions. The only way we could see that that might be possible was to create a financial process that would lead to the acquisition of some property where the students could act on their own and not be under the thumb of the administration.

The process began; I went off to do a PhD at Michigan State, and received a message from the students saying that they had raised funds and they were going to buy a little house—the picture out in the hall [of Wyckham House] shows that house with the name on it—and they asked would it be okay if they named the house after me. I thought, my goodness. I really haven't done much to deserve such a commendation, but they insisted, so I went along. And then when it was transferred out here to Lincoln Park, the name stuck.

I've always believed, as Stephen Leacock said, that students learn at least half of what they learn at university from each other, and from the experiences that they have on campus. The Students' Association here is a classic example of that; the development of individual leaders, the development of skills of communication and relating one to the other are developed and expanded upon in your experiences outside the classroom, and I congratulate you on that.

HIGHLIGHTS

A HISTORICAL PERSPECTIVE

1959

Creation of the SAMRU Awards (began in 1959-60, pre-dated incorporation) known for 50 years as the "E-Awards"

1967

The Students' Association of Mount Royal College (SAMRC) incorporates under the Societies Act of Alberta.

1972

SAMRC sells the original Wyckham House (bought in 1964) and moves to multiple newly purchased spaces at Mount Royal College in Lincoln Park.

The first License of Occupation Agreement is signed with MRC.

Near this time, SAMRC starts up the Daycare Centre on campus, later handed over to an independent Daycare Society.

1987

A consolidated student centre, renamed Wyckham House, opens with a new bar (Thirsty's), a food court, study lounges, the Copymat, a games room, Representation Executive Council (REC) offices, and Council Chambers.

1988

Wyckham House grand opening with Dr. Robert Wyckham (the Building's name-sake) in attendance.

1992

Students vote in favour of covering full-time credit students with a universal health insurance plan.

1993

The Peer Support Centre (PSC) opens with the mandate of providing peer support and referrals. Emergency Student Loans and Food Bank services were added in 1994.

1994

SAMRC receives charitable status from the Canada Revenue Agency.

1997

The SAMRU 30th anniversary celebration takes place, attended by honoured guests, including Premier Ralph Klein.

Students vote to include dental services in the Student Health Plan.

1998

The Native Student Centre (the second such centre in Alberta) opens, providing a welcoming and engaging space for students to explore all aspects of Indigenous culture.

1999

Thirsty's undergoes renovations and re-opens as the Liberty Lounge.

2004

The Government of Alberta enacts new legislation governing the post-secondary sector in Alberta. As a result, SAMRC becomes incorporated under the Post-Secondary Learning Act rather than the Societies Act of Alberta.

2005

In a referendum, students vote in favour of a universal bus pass program through Calgary Transit. Called the U-Pass, this program entitles full-time students access to transit services at a lower rate than a regular adult bus pass. This program was later given to MRU to administer.

The Students' Association creates its first multi-year strategic plan.

2007

The weekly traffic count into Wyckham House exceeds 20,000 for the first time.

The Students' Association celebrates its 40th anniversary of incorporation, with hundreds of SAMRC alumni in attendance.

2008

The Wyckham House expansion is completed. It included bigger, brighter spaces, a better food court, a vibrant Council Chambers, and expanded student services. The total student service offerings include pre-existing services like the Peer Support Centre and the Native Student Centre; expanded cultural inclusion, sexual orientation and gender diversity services; a Clubhouse and clubs services; and added environmental sustainability services. Robert Wyckham attends the grand opening.

The Free Breakfast program is added to the Peer Support Centre's offerings.

2009

Mount Royal College becomes Mount Royal University. SAMRC is changed to SAMRU.

2010

The SAMRU and MRU Community Garden is founded.

2011

The Liberty Lounge is renovated and renamed the Hub, marking the first time SAMRU's bar has offered a full food menu.

The Student Advocacy Office opens to assume responsibility for assisting individual students with academic and non-academic concerns at the university.

2014

The Nap Room is created as a result of student feedback in the Student Satisfaction and Awareness Survey (SSAS).

2016

SAMRU receives Imagine Canada accreditation for demonstrating excellence in five areas of operations management, and governance.

2017

The Students' Association celebrates its 50th anniversary of incorporation, including special guests Dr. Robert Wyckham.



OUR SERVICES



WHAT'S NEW?

4

Stream waste program implemented



New programs: SAMRU's Tax Clinic and Pinnacle Leadership Challenge



Digital signage implemented in Wyckham House and the Hub



New student positions:
Student Advocacy Administrator
Clubs Administrator
Peer Support Administrator
Junior Graphic Designer
Videographer



A new event committee run by student volunteers called EPIC



A Pinnacle Leadership Challenge participant receiving their certificate of completion



Kinza Arshad, Junior Graphic Designer, Information Design student, 2017-18

WASTE MANAGEMENT

In partnership with MRU Facilities Management, SAMRU implemented new waste bins to introduce post-consumer organics and mixed material recycling to public areas in Wyckham House. The bins use a four stream waste program: landfill, paper/cardboard, organics, and mixed recycling.

DIGITAL SIGNAGE

In June 2015, the SAMRU governing board approved a major capital acquisition for to add digital signage into the Hub and to upgrade and expand the digital signage in Wyckham House. The expanded system allows us to reach greater audiences and use more eye-catching communications videos to capture people's attention while promoting SAMRU programs and services.

NEW PROGRAMS

SAMRU ran two large new pilot programs in the winter semester: SAMRU's Tax Clinic, in collaboration with the Canada Revenue Agency; and the Pinnacle Leadership Challenge pilot program, which went into its second phase of practical exploration. Both programs are labour intensive and both exceeded expectations in terms of feedback and number of participants.

HIRING MORE STUDENTS

SAMRU hires many students in a variety of areas including the Hub, the Used Book Sale and our annual survey and traffic

count. This year we piloted hiring part time administrative staff in the Student Advocacy Centre, with great success. We will be adding more part time staff roles in the Fall 2017-18 semester: the returning Student Advocacy Administrator role, a Clubs Administrator role, a Peer Support role and some Events Ambassadors. We also hired two students in the Communications area: a Junior Graphic Designer (a position that was partially funded through Canada Summer Jobs grants) and a Videographer who works throughout the academic year. This year we introduced a new committee of student volunteers to provide the Events team with brainstorming and event planning assistance, a diverse view of student event interests, and assistance with campus community engagement. This new committee met regularly to provide insight and feedback on events, and took a lead role in determining themes for the SAMRU Awards gala. The volunteers also provided valuable assistance in event setup and teardown.

EVENTS PLANNING AND IMPLEMENTATION COMMITTEE (EPIC)

This year we introduced a new committee of student volunteers to provide the Events team with brainstorming and event planning assistance, a diverse view of student event interests, and assistance with campus community engagement. This new committee met regularly to provide insight and feedback on events, and took a lead role in determining themes for the SAMRU Awards gala. The volunteers also provided valuable assistance in event setup and teardown.

OUR SERVICES

FOOD AND FINANCIAL SERVICES



"As a student who uses almost all the services at [the] Peer Support Centre, including free breakfast, ESLs, food & hygiene supplies, Season of Caring, and financial literacy workshops, I am deeply grateful and appreciative of the resources that the Peer Support Centre provides me. The staff and volunteers at the Peer Support Centre have given me opportunities to succeed academically. I'm very thankful for all that the Peer Support Coordinator does to make sure these services run smoothly. Thank you!"



PEER SUPPORT

This year Peer Support experienced unusually high demand for Emergency Student Loans (ESL), Calgary Interfaith Food Bank (CIFB) hampers, and necessities from the independent food and hygiene cupboard. The biggest challenge was keeping up with the demand for food support in a sustainable way. Demand was challenging for our depot, especially during the months of November and December, when we experienced a significant increase in hamper requests compared to the previous year.

Peer Support successfully piloted Emergency Financial Service (EFS), which includes both ESLs and the new Emergency Student Bursaries (ESB). The ESB program supports students who are experiencing unusual or unforeseeable financial circumstances; are deemed to be in dire financial need; have exhausted other reasonable financial options; and are incapable of paying back an ESL without incurring undue psychological, mental, emotional or financial strain. In the pilot year, Peer Support supported five students who met the ESB criteria and were significantly struggling financially.



SEASON OF CARING

We improved Season of Caring systems and processes during the spring and summer of 2016. For example, Season of Caring applications were moved online so that staff could better track the items requested. We also created a digital group tracking form, which meant that every group or club involved in the initiative would track items using the same method, allowing SAMRU to better cater to all group needs in terms of issuing tax receipts.

As well, we saw a significant positive impact from creating a digital tax receipt form. This meant that donors who requested tax receipts for gifts-in-kind (\$20+ donations) could input relevant information online. All these improvements meant that volunteer and staff resources could be focused on supporting student applications and sorting a large number of hampers.

PERSONAL, SOCIAL AND MENTAL WELLNESS



CLUBS

30 new clubs were ratified in 2016-17 bringing the total number of ratified clubs up to 80 - a new SAMRU record.

New funding for SAMRU clubs was approved, and over the course of the year, \$13,338 was awarded to clubs, representing a 2.5x increase from the previous year. The new funding was a strong success. Clubs were surveyed and repeatedly mentioned that they were extremely satisfied with the increase in available funding.

The Clubs and Campus Expo (formerly Clubs Days) has evolved year over year, and this year it was adjusted again to allow better networking for club executives and MRU resources. The event occurs early in both semesters and is three days in the fall, and two in the winter. This year the event partnered with the Office of Student Success and saw wait lists for tables in both the fall and winter semesters. The event utilized the entire MRU Main Street area.

Student Night was a new initiative this year, meant to serve as a pre-packaged, consistent event night in the Hub, while also allowing for club participation. Clubs reported that they appreciated the opportunity but struggled to attract attendees. Further development and marketing of the concept is planned.

RELATIONSHIPS, IDENTITY AND SEX

This area piloted several successful new initiatives and events, including a Trans Day of Remembrance march in the fall and a Queer Resource Fair in the spring. Core Relationships, Identity and Sex programming continued to grow, with Crafternoon in particular seeing increases in the number of both attendees and workshops offered.

STUDENT ADVOCACY

The Student Advocacy Centre has seen steadily increasing foot traffic. Of note this year were two Student Advocacy Administrators hired to support the work of the office. This work included producing blog posts on key and timely student advocacy topics and building a virtual reference library to share with students in times of need on topics such as roommate conflicts, grief resources, and off campus counselling resource options.

NAP ROOM

This year the Nap Room was moved into a standalone space next to the Clubs Coordinator office. Due to student feedback throughout the year, we purchased a white noise machine and disposable earplugs to mitigate the ambient noise floating up from the Food Court.



Student Advocacy saw a steady increase of students accessing the program



New events such as Trans Day of Remembrance and the Queer Resource Fair

80

Ratified SAMRU clubs – a new record!



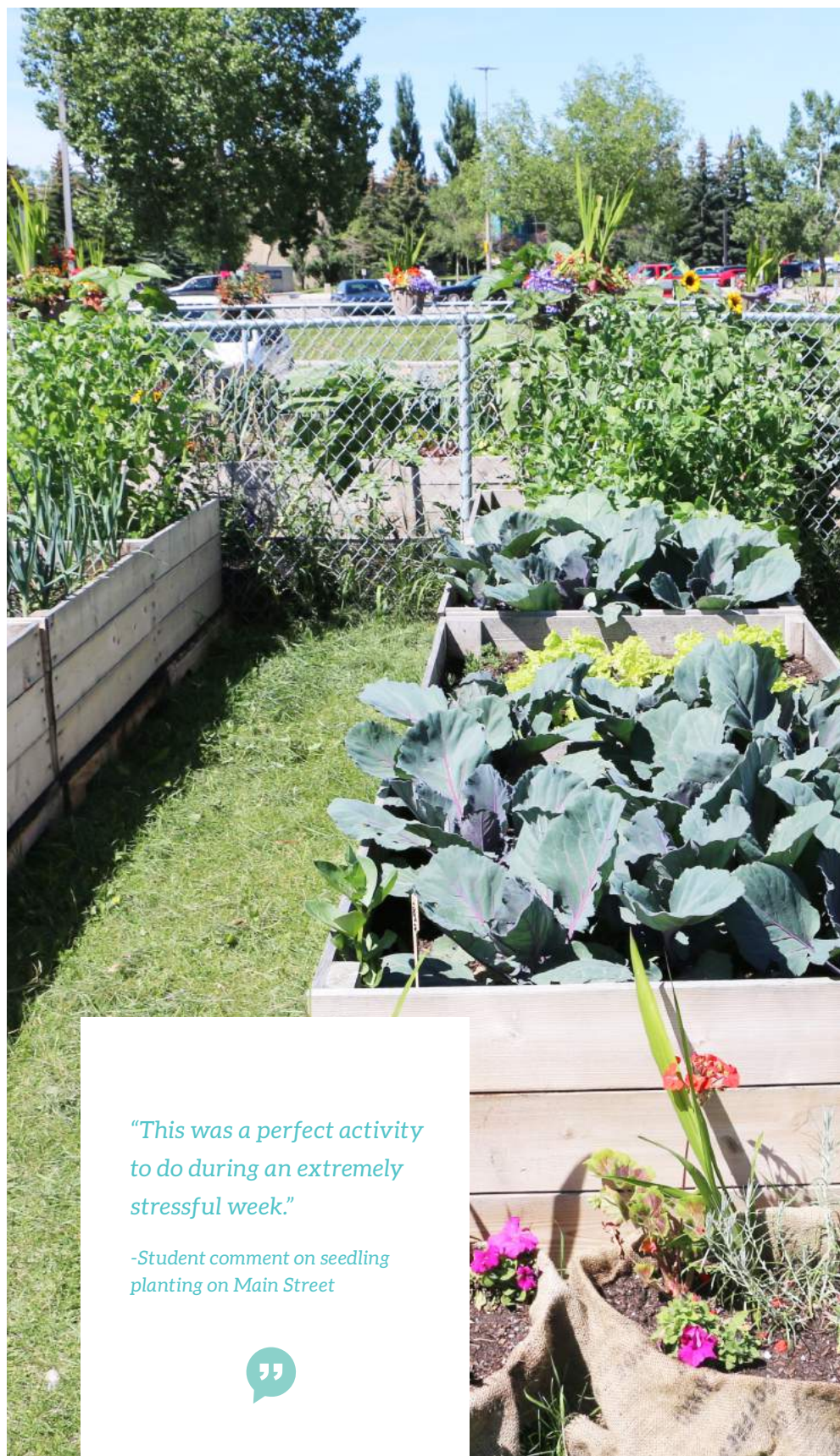
\$13,338 was awarded to SAMRU clubs

"I was very grateful for the Student Advocacy office's help while dealing with a frustrating miscommunication with a professor last semester. I highly recommend the office to all students who need support."



OUR SERVICES

COMMUNITY BUILDING, PROFESSIONAL DEVELOPMENT AND STUDENT INITIATIVES



"This was a perfect activity to do during an extremely stressful week."

-Student comment on seedling planting on Main Street



PINNACLE LEADERSHIP CHALLENGE

The Pinnacle Leadership Challenge was successful in its pilot year with 21 students completing the full challenge. Coaching was optional and student-driven; students chose goals related to career, leadership, or academics, which could be the focus of one or several sessions. The goal of these sessions centered on exploring participants' talents and developing these talents into strengths.

All survey respondents (eight of the 21 participants) would recommend Pinnacle to a friend, and all felt confident in their leadership skills as a result of their participation.

TAX CLINIC

SAMRU's first tax clinic saw 95 tax returns completed by 47 volunteers in March. The program was offered in conjunction with the Canada Revenue Agency. Over the course of the tax clinic, volunteers contributed 554 hours. Many of the students that used the service commented on how wonderful it was to have their taxes done for them, and some students reported learning key life skills by going through the process.

COMMUNITY GARDEN COMMITTEE

A joint SAMRU/MRU community garden committee was formed this semester, with the goal of having more communication between all stakeholders. SAMRU's role on the committee is to lead volunteer engagement. Programming this winter semester included promoting the garden, recruiting volunteers, planting seedlings, and offering garden workshops.

THE HUB



"Very chill environment on campus and servers are so nice."



RENTALS

With limited weekend business, a comprehensive sound/stage package, and competitive pricing, the Hub is well positioned to provide an affordable rental venue for community groups seeking a forum for live performances or licensed events. Operating as a rental venue provides additional revenue to SAMRU, as well as additional work opportunities for the Hub's largely student-based staff. While there was not a substantial increase in Hub rentals in 2016-17, a few successful key rentals have increased word of mouth exposure, which may lead to increased awareness of the Hub as a rental venue.

The Hub is the only on-campus sit-down restaurant available to the full campus community. It operates to fulfill many needs, including being a student event space, a multipurpose space for meetings and training, and a rental space for members of the public and the campus community. Financial sustainability is important, but the primary outcome for Hub operations is to provide a safe environment and service to our members.

In the spring of 2017, the Hub was re-accredited under the Alberta Gaming and Liquor Commission's Best Bar None program. This accreditation requires licensed establishments to demonstrate compliance with a comprehensive set of best practices for patron and staff safety.

Financially, the Hub posted a small profit after several years of deficits. This was accomplished primarily through realizing major savings in cleaning costs by outsourcing custodial services from MRU to a third-party contractor.

The Hub regularly collects feedback from students and other members of the campus community and uses this feedback to inform regular changes to food and drink menus. SAMRU's Communications department also debuted new branding standards for the Hub, providing a consistent look to its menus and advertising. Changes to the menu and to staffing models are planned in order to adapt to feedback received. As well, new systems are being developed to accommodate club use of the space for hosting events.

HUB PHYSICAL IMPROVEMENTS

Hub improvements were completed, including upgrades to plumbing and bar fixtures, removal of the stage wall, purchase of new kitchen equipment, modifications to allow more light, and installation of a new PA system, which increases sightlines and sound quality.

WILD CARD WEDNESDAYS AND STUDENT THURSDAYS

While daytime sales remain steady, the Hub is generally underutilized in the evenings as a vehicle for both revenue and student engagement. A review of Hub evening programming found that many of the 2015-16 year's most successful events (such as Sex

Toy Bingo, karaoke, and the Jam Club open mic) featured audience participation, as opposed to passive entertainment. We also reviewed the model for club-hosted events in the Hub, identifying ways to help ensure club event consistency while also preserving clubs' autonomy in event planning.

Based on what we learned during the review process as well as from student feedback, the SAMRU Events team developed two weekly programming nights in the Hub: Wild Card Wednesdays and Student Thursdays. On Wild Card Wednesdays the Hub hosts inexpensive, interactive events and activities geared towards students, such as paint nights, themed crafts and karaoke. Student Thursdays feature a DJ and specials at student-friendly prices, and clubs are invited to host these evenings and sell tickets as fundraisers, making it both a cheap night out for students and a way for clubs to raise money.



The Hub was re-accredited under the Alberta Gaming and Liquor Commission's Best Bar None program



The Hub posted a small profit



The Hub regularly collects feedback from patrons to make improvements, and meet their needs

OUR SERVICES

EVENTS



U FEST IS NOW FREE FOR STUDENTS

U Fest, a back-to-school concert, continues to be an important collaboration between SAMRU and MRU. In 2016 the U Fest organizing committee piloted the elimination of tickets for U Fest, making the event entirely free for attendees. Based on student feedback, the date for U Fest was also changed to the first Friday of the semester, to capitalize on other New Student Orientation and Welcome Week programming. Hundreds of students enjoyed the festival atmosphere and entertainment, headlined by Vancouver's Mother Mother.



LAST CLASS SPLASH

Our annual end of year event in the spring has been showing diminishing returns in terms of ticket sales in recent years. In 2017, we moved away from our usual concept of a live concert, instead producing what we called Last Class Splash, a dance party featuring a DJ and paint cannons spraying the audience from the stage. In total, we sold and gave away 311 tickets; we continued to field Last Class Splash-related questions on social media until shortly before the event began, and the online conversation around the event was quite positive, with attendees posting pictures and enthusiastic comments on social media.

Members of student club Cirque du SAMRU performed at our ticket sales table and onstage at Last Class Splash. The club president was very happy with the outcome, and also mentioned that she would like to be involved with our events in the future.



SAMRU'S GOT TALENT

The follow up to last year's Last Band Standing, this event was a performance competition meant to showcase the talents of MRU students and alumni. It was planned and executed in collaboration with a number of clubs including Greek Life, Cougar Dance Team, Jam Club, Urban Moves and Cirque du SAMRU. Our goal was to feature 18 performers, and we were able to showcase 21. The acts were judged by a panel of industry professionals, and prizes were awarded for first, second and third place, as well as for the Audience Choice.

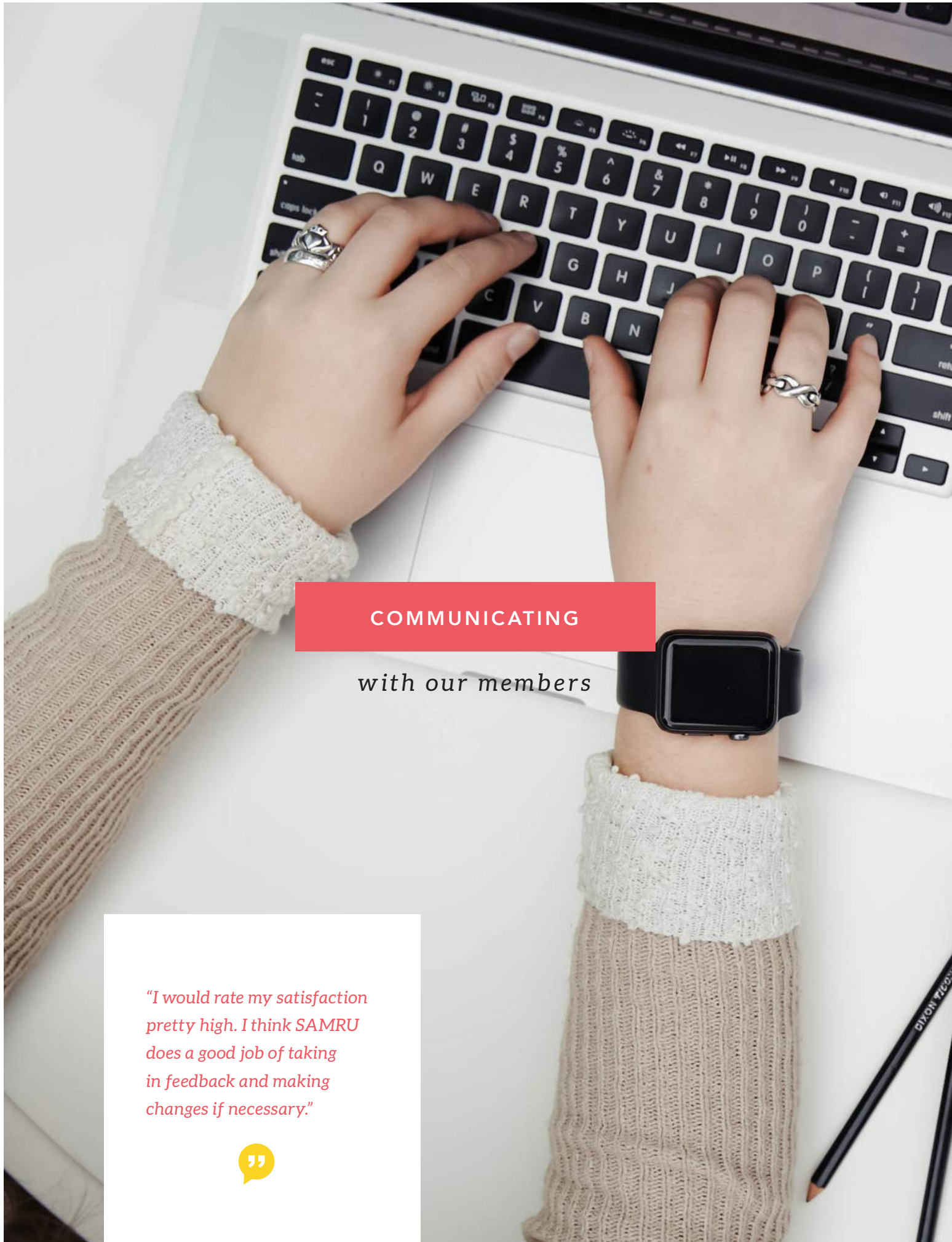


SAMRU AWARDS GALA

The student volunteer Events Planning and Implementation Committee (EPIC) expressed an interest in helping to plan the 2017 SAMRU Awards gala. They were excited by the idea of creating a formal event around a Harry Potter theme. The committee helped with decision making for the event, including helping with décor, room setup, the schedule of events, catering, hosts, and entertainment. Gala attendees really seemed to enjoy the themed decorations, activities, food, drinks and emcees. EPIC members helped the Events team set up and run the event, making this one of the quickest and easiest setups for the SAMRU Awards gala to date. The feedback we received from the committee was overwhelmingly positive, with all returning students hoping to re-join the committee next year.



SAMRU Awards, 2017



COMMUNICATING

with our members

"I would rate my satisfaction pretty high. I think SAMRU does a good job of taking in feedback and making changes if necessary."

COMMUNICATION DIRECTION

SAMRU strives to communicate with students where they are in terms of interests and messaging. Our guiding strategy is to provide value, not noise, when communicating with our members. As such, we rely heavily on the student life cycle to remain relevant by aligning with what information students need at any given time of the year.

Rather than simply promoting everything we do, we want to form deeper connections and build trust with our members and other key stakeholders by delivering content that's relevant, useful, helpful, interesting, informative, timely, and sometimes fun. To this end, we're directing promotions and marketing activities to social advertising, which increases our external advertising spending. However, this content shift is sometimes difficult to implement because of the sheer volume of programming, events, and business services SAMRU offers.

WHAT WORKED

Print still works

Through a survey, we discovered that, by a large margin, the most popular means were printed posters and banners and word of mouth. This response aligns with responses from our annual Student Satisfaction and Awareness Survey (SSAS).

more comments, going from just 10 in 2015-16 to 85 in 2016-17.

Increase in social media following and engagement

Over this full year, all our social properties saw an increase in followers, with Instagram leading with a 169% growth – from 127 to 341 followers. Instagram "likes" increased from 289 to 1,691. We are also receiving far

Our Twitter account is also flourishing, seeing a 10% growth, or 308 more followers than the previous year. The number of people seeing our tweets increased by 21%, sitting at just over 462,500 impressions.

Our Facebook groups had 163 more followers, while the SAMRU and Hub Facebook pages stayed steady, with 5,148 followers on SAMRU's Facebook page and 1,959 followers on the Hub Facebook page. The Clubs Facebook group in particular is thriving in terms of membership, up from 267 followers to 395. Total watch time on YouTube increased by 14% this year.

COMMUNICATION CHALLENGES

No direct access to communicate with all members

Members repeatedly reported to us through our Student Satisfaction and Awareness Survey (SSAS) that email was one of their preferred sources of information from SAMRU. However, a persistent challenge for SAMRU since 2014 is that we have no way of communicating directly with all of our members, making it difficult to convey important information, such as key SAMRU services, opportunities, Student Benefits Plan opt-out dates, and information about running for office and voting.

expect to see this type of content. We will continue to look for ways to shift our communications emphasis and evaluate the results over time.

Too much marketing

Promotional content continues to represent the majority of our published content. As such, we've been increasing our social advertising expenses by pushing more of our marketing and promotions-focused content into the paid advertising arena, where users

Some social engagement is down

Post rates on SAMRU's Facebook groups (in particular the clubs and volunteer groups) were down from 603 posts in the previous year to 193. Some of this engagement may have been redirected to a new volunteer management tool that could be replacing some of the previous utilities of Facebook groups. While our Twitter following has increased by over 10% (at 3,297 as of June 30, 2017), our rate of gaining new followers has dropped by 43% compared to the same period in 2015-16. We earned 38% fewer subscriptions on our YouTube channel in 2016-17 than in 2015-16. This reduction coincides with the rise of Facebook video and Facebook Live. We will continue to post lengthier, brand-focused types of videos on YouTube, while posting more in-the-moment live videos on Facebook.



11,511

Total social media followers as of June 2017



Increase from previous year



8,105

Number of tweets we have sent out since we started tweeting in 2009



YouTube

69 uploaded videos, 48,636 total views, 39 comments, 53 shares, and 50 subscribers

COMMUNICATING WITH OUR MEMBERS

SOCIAL MEDIA ADVERTISING



Social media expenditure in 2016-17 was 31% higher than the previous year

In order to concentrate our online communication priorities on effective content and social responsiveness, we use social advertising to promote and market the events and programming we offer. In recent years, Facebook in particular has been slowly shifting follower focus away from organization pages, necessitating businesses and organizations alike to devote more budget to advertising on its platform. As such, overall social advertising expenditures continue to rise. Total annual social media advertising expenditure in 2016-17 was 31% higher than the previous year.

ADVERTISING IMPACT

454,689

2016-17 annual advertising impressions (Facebook, Instagram, and Twitter)

8,035

2016-17 annual advertising engagements

48%

Lower cost per engagement than the previous year with Facebook advertising at an average cost of \$0.11 per result and Twitter at an average \$0.20 per engagement

SAMRU WEBSITE

Website visits:

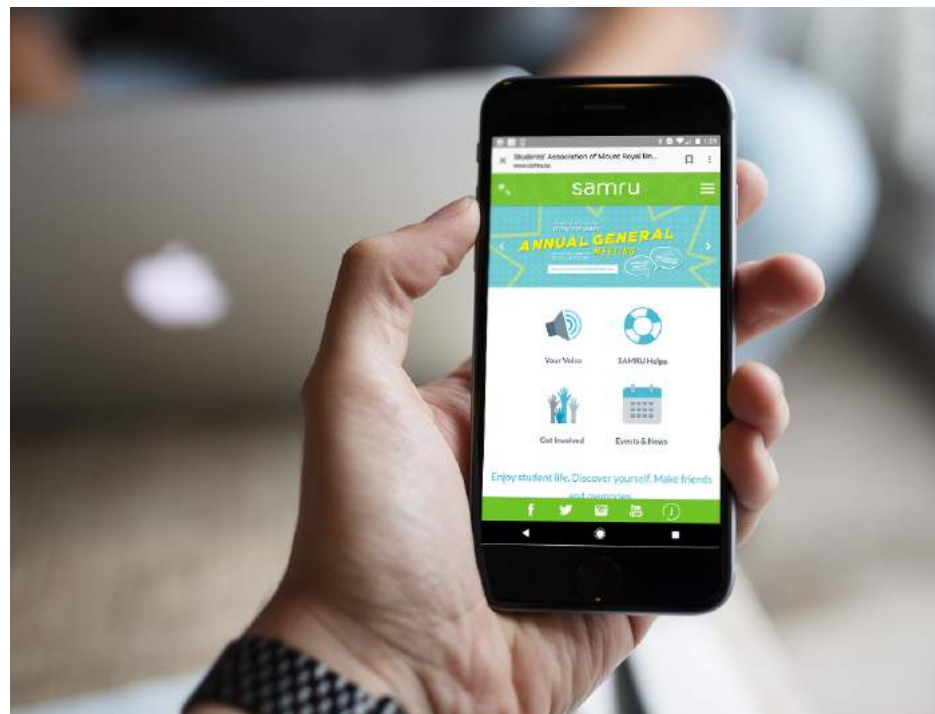
Website page views were at 149,199, down by 5% from the previous year, but website sessions (individual user interactions) were up by 22% at 67,828.

Website social referrals are up:

There were 88% more website sessions via social referral this period than there were last year. 11% of web traffic came from social media, up about 3% from last year.

45%

of our visits came from mobile devices during this period (including tablets), a 3% increase from the previous period (42%)



SAMRU IN THE NEWS



When it comes to media, SAMRU aims for coverage that positively reflects on our organization and continues to build our credibility with all of our stakeholders. In order to achieve this, media spokespeople (including the Representation Executive Council) receive training and support, and media stories are tracked and reported.



This year, we saw a 47% increase in stories mentioning SAMRU. Generally, most stories about SAMRU were neutral in tone

109

Total stories related to SAMRU. up by 47% from the previous year. Total annual media stories recorded: 374

Some of our TRACKED STORIES

The new sexual violence response policy

The death of two MRU aviation instructors in a plane crash, and the ensuing fallout in the aviation program

The "Trump hat" stories (major international story)

Mental health on campus

South west BRT

#IBelieveYou

The introduction of a fall reading week

MEDIA QUOTES

On the fall reading week:

"This is something the Students' Association has been advocating for a number of years ... There are a number of pressures students are under — there are cost pressures and work pressures."

ROBBIE NELSON, REC VP ACADEMIC, NOV 2016

On the Southwest BRT:

"It's really important to remember that students will use and benefit from this service outside of just their commitments on campus."

SHIFRAH GADAMSETTI, REC PRESIDENT, JUL 2016

On the partnership between the Hub and Leftovers Calgary:

"Sustainability is one of our core principles and that sort of responsibility means using our resources wisely. We try not to have waste at all, and when we do, it's better that it ends up in the hands of someone who can really use it."

JOHN HADLEY, OCT 2016

COMMUNICATING WITH OUR MEMBERS

COMMUNITY ENGAGEMENT

OUTREACH ACTIVITIES

The focus of this area is to connect with students in different areas of the campus through things like blackboard promotions, tabling, and attendance at various SAMRU events, programs, and campaigns. Fun is inserted into this work by including some celebratory events around key dates, like the popular Haunted Hallway at Halloween and other themed activities that connect with students and provide them with relevant information and support referral.



158 Blackboard PLO promotions and 1,600 Elections promo Post-Its

1,895

students received tours of Wyckham House



STRESS LESS

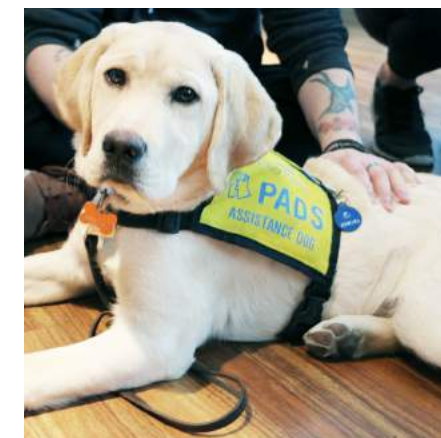
Stress Less includes activities like the popular puppy rooms, movies in the Fort Room, the Exam Relief Food Cart, and crafts in the Yellow Room. The food cart served approximately 2,400 students this year. The puppy room had 759 visitors.



759 students visited the puppy room



Approximately 2,400 students were fed with the exam relief cart of healthy snacks in both semesters



"The stress less weeks are the best! [It's] nice to go into the puppy room or not have to worry about lunch one day. Super nice."



Stress Less 2016

SWAG

4,512

swag items were given away to our members in the 2016-17 year!

SAMRU gives away a number of free branded items (swag) to volunteers, students, and other stakeholders each year to incentivize students to engage with us online or in-person. Swag giveaways also promote the SAMRU brand while connecting students, volunteers, and

other campus stakeholders to SAMRU and giving them a sense of belonging. SAMRU sources and provides quality items that are meaningful to students. Some of the popular items we gave away last year included selfie sticks, magnet boards, pens and lanyards.

FINANCIAL INFORMATION

For the year end June 30, 2017

The following pages include excerpts from SAMRU's audited financial statements. Copies of the audited statements are available online: samru.ca/about/annualreports

Students' Association of Mount Royal University Statement of Financial Position As at June 30, 2017

	2017 \$	2016 \$
Assets		
Current assets		
Cash and cash equivalents	1,538,557	1,490,516
Short-term investments	473,929	396,078
Accounts receivable	86,686	265,383
Inventories	58,785	57,491
Prepaid expenses	42,459	48,212
Funds held in trust	92,055	112,667
	<u>2,292,471</u>	<u>2,370,347</u>
Investments	6,403,478	6,190,193
Capital assets	14,056,513	14,558,254
	<u>22,752,462</u>	<u>23,118,794</u>
Liabilities		
Current liabilities		
Accounts payable and accrued liabilities	340,221	438,523
Deferred revenue	511,172	488,774
Current portion of promissory note	317,125	301,836
Funds held in trust	92,055	112,667
	<u>1,260,573</u>	<u>1,341,800</u>
Advances and deposits held	52,950	45,030
Promissory note	10,241,896	10,559,021
Deferred contributions	3,264,868	3,442,357
	<u>14,820,287</u>	<u>15,388,208</u>
Net assets		
Internally restricted net assets invested in capital assets	1,589,753	1,633,652
Internally restricted	6,393,355	6,120,528
Endowment	35,000	35,000
Unrestricted deficiency	(85,933)	(58,594)
	<u>7,932,175</u>	<u>7,730,586</u>
	<u>22,752,462</u>	<u>23,118,794</u>

Students' Association of Mount Royal University
Statement of Revenues and Expenses
For the year ended June 30, 2017

	2017 \$	2016 \$
Revenues		
Fees	3,181,561	2,948,523
Membership services	2,000,609	1,924,453
Business operations	1,231,947	1,250,256
Change in fair value of investments	203,656	(11,726)
Interest and dividend income	197,897	213,877
Amortization of deferred contributions	133,279	133,380
Management and executive	83,099	102,985
Programming	7,871	19,576
	<u>7,039,919</u>	<u>\$6,581,324</u>
Expenses		
Membership services	2,469,105	2,203,539
Management	2,329,827	2,426,999
Amortization	621,087	610,536
Business operations – direct expenses	529,202	545,097
Executive	392,381	375,995
Programming	251,598	227,071
Business operations – cost of sales	245,130	242,927
	<u>6,838,330</u>	<u>6,632,164</u>
Excess (deficiency) of revenues over expenses	<u>201,589</u>	<u>(50,840)</u>

Students' Association of Mount Royal University
2017-18 and 2016-17 Approved Operating Budget (UNAUDITED)

	2017-18 \$	2016-17 \$
Revenue		
General fees	2,266,964.00	2,160,428.00
Health and dental	2,806,513.00	2,696,438.00
Scholarship fee	129,090.00	159,603.00
Capital campaign and partnership	905,113.00	874,600.00
Casino and other segregated funds	536,810.64	509,854.00
Capital replacement fund	307,230.00	309,300.00
Governance & Representation	16,000.00	17,800.00
Operations	131,435.00	124,152.00
Student service centers	12,035.00	10,500.00
Programming	8,550.00	24,200.00
Business Operations	1,264,937.00	1,289,518.00
Total Revenue:	<u>8,384,678</u>	<u>8,176,393</u>
Expenses		
Segregated funds - restricted	1,330,268.64	1,390,117.00
Health and dental	2,705,334.00	2,561,295.00
Governance & Representation	440,946.00	465,858.00
Operations	2,442,444.00	2,298,054.00
Student services	434,347.00	460,988.00
Programming	182,122.00	154,402.00
Entertainment	18,250.00	25,000.00
Special events	35,660.00	48,160.00
Clubs	14,250.00	27,480.00
Business operations: cost of sales	232,553.00	228,130.00
Business operations: direct expenses	548,461.00	516,595.00
	<u>8,384,636</u>	<u>8,176,079</u>
Surplus / (Deficit)	<u>42</u>	<u>314</u>



PEOPLE

GOVERNORS

Noel Bahliby, Speaker
Olga Barcelo
Shayla Breen
Madison Colberg
Jason Droboth, Speaker
Priyanka Dutt
Nathan Frey
Ed Hale
Aaron Horne
DeAnna Kweens
Nathan Lawley
Shania Miller
Andrew Nguyen
Brady Pember
Cayley Rawlyck
Eddy Robinson
Cordelia Snowdon
Spirit River Striped Wolf
Steven Trottier
Amanda Van Nest
Alex Wright

REPRESENTATION EXECUTIVE COUNCIL

Dexter Bruneau, VP External
Valerie Caden-Baptiste,
VP Student Life
Shifrah Gadamssetti, President
Robbie Nelson, VP Academic

ACADEMIC STUDENT CAUCUS

Olga Barcelo
Dexter Bruneau,
Vice-President External
Valerie Caden-Baptiste,
Vice-President Student Life,
George Calic
Shifrah Gadamssetti, President,
Aaron Horne
Nathan Lawley
Evangelina Natynczyk
Robbie Nelson,
Vice-President Academic
Cordelia Snowdon

STUDENT LIFE COMMITTEE

Andrew Bardsley
Serena Gadamssetti
Alona Johnson

Kris Leonidas
Ashton Turcotte
Amanda Van Nest

ELECTIONS OFFICIALS

Donna Gustofson, Deputy
Returning Officer
Shauna Hunter, Chief
Returning Officer

ADVISORY COMMITTEE

Erin Bacon
Derek Havens
Travis McIntosh
Jim Robertson
Heather Wilkey

FULL-TIME OPERATIONS STAFF

Lisa Antichow - Administration Manager
Ian Baker - Front of House Coordinator
Nicholas Beck - Administrative Assistant
Sebastien Bergeron,
Student issues & Interests
Beth Billingham - Communications
& Marketing Coordinator
Megan Borg - Governance Manager
Cory Cardinal - Cultural &
Indigenous Inclusion Programmer
Brendan Correia - Communications
& Marketing Director
Andrea Davis - Student
Advocacy Coordinator
Alana-Dawn Eirikson - Student
Initiatives Programmer
Jackie Fisher - Associate Executive Director
Marcy Fogal - Executive director
Aly Gerling - Communications
& Marketing Coordinator
Camilo Gil - Student Interest
& Issues Coordinator
Nada Gomaa - Receptionist
Miriam Grenier - Receptionist
John Hadley - Business &
Building Services Director
Jonathan Heath-Smith -
Community Engagement Coordinator
Garrett Hendriks - Food &
Beverage Manager
Chalsie Henry - Graphic Designer
Miho Ichinoseki - Peer Support
Centre Coordinator

Bailey Jezersek-Komperdo -
Business Services Coordinator
Mitch LaRose - Facilities Coordinator
Amber Stallard - Student
Initiatives Coordinator
Miranda Martini - Communications
& Marketing Coordinator
Mercy Ndabene - Jr. Graphic Designer
Jon Piderman - Clubs Coordinator
Lysh Peikarski - Kitchen Coordinator
Kristian Rebillaco - Events Manager
Tanya Ross - Relationships Identity,
& Sex Programmer
Brent Rossall - Audio-Visual
Production Coordinator
Imogene Roulson - Student
Initiatives Programmer
Sunny Song - IT & Finance Coordinator
Stephanie Symington - Events Manager
Cara Thompson - Administration Coordinator
Lok To - Peer Support Coordinator
Shereen Samuels - Student Services Director
Brian Walters - Finance & Information
Systems Director
Hong Wang - Information Systems Manager
Ming Yang - Finance manager

PART-TIME WAGE STAFF

Bobbi Adam - Food Court Staff
Krysta Adams - Line Cook
Brian Arseneault - Room Mentor
Michael Babb - Food Court Staff
Tim Blevins - Food Court Staff
Patrick Bourque - Server
Arthur Brotzell - Loader
Jayde Buckner - Server
Jeremy Burnett - Food Court Staff
Alexandra Camelo - Bartender
Taylor Cameron - Door Staff
Kyna Ceschini - Jr. Graphic Designer
Andrew Chappell - Bartender
Stephanie Coster - Server
Jason Droboth - Loader
Brittany Elder - Line Cook
James Erbas - Bartender
Kira Filippetto - Room Mentor
Eric Fraser - Bartender
Susanne Fraser - Server
Mary Getaneh - Videographer/
Photographer
Danielle Granger - Loader
Alexander Haun - Room Mentor

Maegan Hawkes - Door
Quinn Hawse - Loader
Chad Hayes - Loader
Jessica Howat - Loader
Paige Juneau - Server
Mike Kautz - Line Cook
Alana Keleigh - Server
Demi Knight - Advocacy Administrator
Cynthia Laduranteay - Bartender/Server
Jonathan Lazo - Room Mentor
Wacey Little Light - Poster Display Assistant
Renee Lorenz - Server
Linda Mikel - Food Court Staff
Daniel Millar - Line Cook
Sage Miller - Prep Cook
Arwa Mousa - Room Mentor
James Nason - Loader
Mercy Ndabene - Jr. Graphic Designer
Evan Neilsen - Server
Chanel Nicoll-Ellis - Server
Jasper Nyman - Line Cook
Oghenerukewe Obukohwo - Loader
Jonghun Park - Kitchen Supervisor
Lauren Piwek - Jr. Graphic Designer
Phoenix Prince - Server
Eddy Robinson - Room Mentor
Rohit Kumar - Kitchen Supervisor
Imogene Roulson - Advocacy Administrator
Phillip Samer - Food Court Staff
Sasha Semenoff - Videographer
Tayari Skey - Server
Charlene Stevenson - Food Court Staff
Liam Stitt - Loader
Spirit River Striped-Wolf -
Poster Display Assistant
Linda Nelson - Food Court Staff
Cara Thompson - Server
Sarah J. Tokarchuk - Bartender
Lester Valenzuela - Room Mentor
Liam Wolstenholme - Loader
David Yoo - Food Court Staff

VOLUNTEERS

Rachel Abalos
Felina Abdallah
Rom Abella
Ali Akbar
Alaa Alramahi
Husam Arafat
Andrea Ardin
Brian Arseneault
Yennimar Badell Leon
Justine Bagalay
Olga Barcelo
Shaleen Bassi
Liora Beaulieu
Dayna Boser
Samuel Brisbane
Vanessa Bruss
Aria Burrell
Chantel Cadogan
Enma Calderon
Courtney Anne Casalmer
Sandy Chen
Albert Cheung
Kimberly Chikukwa
Celine Copeland
Dominic Crowhurst
Kendra Crozier
Damian Cwik
Tina Dang
Dea Devolli
Trevor Diemert
Priyanka Dutt
Jessica Ehret
Mohsen Esmaeili

Tyrah Fiedler
Kira Filippetto
Stephanie Flohr
Mavis Fortier
Joseph Fuentes
Laurie Gaal
Serena Gadamssetti
Mica Galicia
Luke Gillard
Sajal Gokani
Megan Gouin
Emmam Graham
Navdeep Grewal
Nicole Hall
Jamie Hammond
Sami Haque
Aaron Harrington
Farhia Hassan
Alex Haun
Aaron Horne
Khtan Hussain
Aruzo Hussaini
Taha Javaid
Arielle Vien Javier
Jaskaran Johal
Alona Johnson
Wengel Kebede
Bri Keil
Kate Kelly
Andrea Kennedy
Bikram Khaira
Anosha Khan
Michael Killani
Ashten Kindrat
Kayla Kinnear
Aurora Knaut
Shelby Kochems
Paul Kostyk
Thomas Kuhn
DeAnna Kweens
Nathan Lawley
Jonathan Lazo
Taylor Leckman
Carly Leppard
Wacey Little Light
Carolyn Ly
Justin Ly
Christine Magsombol
Sandra Mandro
Shay March
Morgan McCaffrey
Haley McDonald
Ryan McNeil
Fatima Mobeen
Monica Mogollon
Graydon Moore
Arwa Mousa
Tarnbir Mundi
Andrew Nguyen
Michael Nguyen
Eloisa Nicolas
Jeannette Noumbiap
Katie O'Brien
GB Oira
Omar Omar
Travis O'Neill
David Oostenbrink
Kurtis Paley
Adriana Pasquier Acevedo
Roch Fer Pedida
Brady Pember
Conor Perras
Derek Phung
Alysha Raine
Shanyce Ram
Omid Raoufian
Cayley Rawlyck

Laura Reyes
Eddy Robinson
Batule Said
Juman Salem
Sean Sarjeant
Stephen Schmal
Jack Schmidt
Devon Schnerch
Ryan Seggie
Chris Shaw
Patrick Sheldrake
Em Shibley
Caley Shim
Asmeet Singh
Cordelia Snowdon
Aalayna Spence
April Strand
Spirit Striped Wolf
Kianna Taylor
Matt Taylor
Dezleigh Teodosio
Tim Tetreault
Herjoat Thind
Justin Tremblay
Ashton Turcotte
Lester Valenzuela
Amanda Van Nest
Jessica Vea
Michelle Vetland
Jessica Villamizar
Joseph Vo
Jayden Volkov
Alisse Wasser
Carly Weber
Megan Weir
Jenny West
Aurora Williams
Chelsea Wolfe
Andrea Wong
Alex Wright
Sandy Wu
Qian Zhang
Andrew Zhao

CLUB EXECUTIVES

Nimra Aamir
Ahadeel Abdel-Nabi
Abaria Ahmed
Thomas Alexander
Claudio Allendes
Renee Amoyotte
Amanda Anderson
Nikoleta Antonak
Braden Atchison
Justine Bagalay
Muhammad Baig
Jimimah Banato
Zman Bandali
Tim Barnes
Mark Bateman
Ryan Baxter
Samantha Beck
Emily Beckly
Mackenzie Bedford
Karel Beijer
Brienne Belenky
Jacob Bently
Colleen Berner
Michelle Biefer
Fareshta Ali Bik
Mursal Bahram Bik
Daniel Blanchard
Maggie Bowles
Kraig Brachman
Tyler Bray
Shayla Breen

Kate Briand
Christie Bronte
Dexter Bruneau
Reanna Butler
Italia Caesar
Skylar Caldwell
George Calic
Taylor Cameron
Chettan Chahal
Chloe Chau
Needa Chawdry
Tia Christoffersen
Brandon Cochrane
Amy Coneybeare
Matthew Conrad
Riley Cook
Celine Copeland
Will Corrigan
James Cox
Andrew Crickmore
Briana VanDen Cussche
Leah Daniels
William Charabin
Kapili Dada
Ryan Dickie
Brittany Diment
Trevor Diemert
Brittany Dorozio
Jason Droboth
Kat Dulay
Priyanka Dutt
Connor Dyck
Austin Eaton
Erik Edge
Liam Eisenberg
Clayton Empey
Danica Luc Ero
Elyse Ewert
Christian Factura
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Enrichment Awards

Inspiring Culture Award -
Louis Obukohwo
Beyond Disabilities Award -
Leticia Vicentino
Gender and Sexual Diversity
Award - Eddy Robinson
Deanna Cardinal Memorial
Award - Andrea Heron

Club Awards

Excellence in Community Service
Award - Afghan Children's Society
Excellence in Membership Services
Award - Education Undergraduate Society

Faculty Awards

Teaching Excellence Award -
Nancy-Angel Doetzel
Teaching Excellence Award -
Manuel Diaz-Avila
Champion Award - Wilfred Taylor Cole

Endeavour Awards

Citizenship Award 1 - Emily Bartlett
Citizenship Award 2 - Vivian Ly
Citizenship Award 3 - Christopher Shaw
Committed Learner Award - Mohsen
Esmaeili

Council Award

Outstanding Governor of
the Year - Cordelia Snowdon

Excellence Awards

Bronze Award 1 - Kayla Pearen
Bronze Award 2 - Ritika Nanda
Bronze Award 3 - Diana Kurila
Silver Award 1- Fareshta Ali Bik
Silver Award 2- Laurie Gaal
Gold Award - Djordje (George) Calic
Outstanding Student of the Year
Award - Imogene Roulson

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