

AVP & INTERN PROGRAM MANUAL



University
Students'
Council
2015-16

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Section 1.0: Introductions

Purpose of the USC Internship Program

To develop a meaningful relationship between students and USC staff in order to promote mutual learning and experience.

Congratulations!! You are one of the lucky chosen few to become a USC Intern for the upcoming school year. With only a few coveted Intern and Associate Vice President spots, you truly are the best of the best and our staff and students look forward to working with you.

The USC Internship & AVP Program has been created in order to provide current UWO students with the opportunity to gain meaningful work experience in order to assist them in their future careers. These opportunities have been designed to provide students with hands on experience in a wide array of different areas of the USC. USC Staff and Executive Members will act as mentors in order to assist you in developing valuable knowledge, skills and experience throughout your term.

Please use this manual as your guide for the next few months as the USC can be a complicated and overwhelming place at times. The information contained in this manual will assist you in navigating through many issues that may arise. All USC Staff are here to help so if you are unsure about anything, please ask. There is always a helping hand outstretched to you whenever you need it. We are here to help you and we want this year to be the best it can be and provide you with invaluable experience that you can carry with you for years to come.

Welcome to the USC!

Karla Pacheco

Karla Pacheco
Human Resources Manager

The Intern and Associate Vice President Program

The Intern Program was created to give students real world experience and an opportunity to work in a dynamic environment with talented staff. Last year was its second official year with students working alongside the Executive and Management branches of the University Students' Council. The Program consists of eleven Internships and eight Associate Vice President (AVP) positions. Both fall under the same umbrella as they are positions geared towards students who want experience in a corporate or governmental setting. They are able to bring these skills and translate this experience into their real life career. This is a placement opportunity for anyone looking for experience executing campus programming to marketing a promotional campaign. The differences between the two sections are that interns work on the departmental side of the USC and the AVPs are delegates of the Executives who help their respective Executive realize their portfolio goals and advocacy efforts.

The mission statement of the Program is *“to develop a meaningful relationship between students and USC staff in order to promote mutual learning and experience”*. This Program

allows for staff, the Executive and students to learn from one another to improve existing processes and give new perspectives which will benefit the student body at large. This experience is unmatched in allowing students to see how to run a successful corporation, how to serve the community and learn leadership skills.

The vision of the Program is to offer Western University students an opportunity to impact not only their campus community but also London. The ability to make a difference in their peers' lives while gaining real world experience illustrates why these coveted spots always have individuals wanting to return for another term. This partnership between staff and students is to offer a working experience where they are supported and respected to give their input and see their projects executed from start to finish. This Program continues to grow and evolve as the students' needs change each year.

Every year the Interns and Associate Vice Presidents will take part in many diverse activities to broaden and strengthen their role.

The first training seminar you will partake in is Orientation Day which happens at the end of August. This allows each of you to meet everyone in the Program, make a game plan for the year with your Supervisors and learn about the different USC operations.

There is a combined Recognition event with the VR department to recognize individuals in the Intern and Associate Vice President Program who demonstrate leadership skills in all aspects of their role. This is another great opportunity for networking and being able to utilize new resources for the upcoming term. The next big 'thank you' happens at the end of their term with the Farewell Event in March. This event

thanks each individual for all their hard work over the year.

Lastly, to improve the Program and their experience each year we maintain an atmosphere of continuous feedback which is done through our two Feedback periods. Their purpose is to maintain a forum of open discussion to improve current and future programming and enhance their overall experience in their role and the Program.

Looking forward to the year ahead and all the initiatives you will execute during your term! Remember to keep your eyes open around campus for each other's events.

Please feel free to contact me if you have any inquiries during your term in the USC Associate Vice President and Internship Program. I will be your Program support for the year and I want to make this an incredible experience for each of you!

Welcome to the Program!

Cheers,

Cassandra J. Rodenhurst

Cassandra Rodenhurst
Coordinator, Human Resources

Contact Info

Email crodenhu@uwo.ca

Phone (519) 661-2111 ext. 87585

Visit Room 311, Third Floor, UCC Building

1.1 The Positions

The Intern Positions for 2015-2016 are as follows:

NAME	INTERN POSITION	EMAIL (@USCINTERNSHIP.COM)	SUPERVISOR, DEPARTMENT
Domenic Bitondo	Advocacy Research	@USCINTERNSHIP.COM	Nick Soave, Government Services
Alyssa Baybaydena	Graphics Marketing & Promotions	@USCINTERNSHIP.COM	Aaron McMillan, Promotions
Jenai Kershaw	Social Engagement & Marketing Promotions	@USCINTERNSHIP.COM	Aaron McMillan, Promotions
Jarell Williams	Events Marketing & Promotions	@USCINTERNSHIP.COM	Aaron McMillan, Promotions
Emily Ross	Western TV	@USCINTERNSHIP.COM	Aaron McMillan, Promotions
Jordan Rapps	Western TV Productions	@USCINTERNSHIP.COM	Aaron McMillan, Promotions
Mac Siwocha	Promotional Photographer & Videographer	@USCINTERNSHIP.COM	Aaron McMillan, Promotions
Michael Yu	Purple Bikes	purplebikes.london@gmail.com	Nick Vassiliou, Promotions & Commercial Partnerships
Joanna Difazio	Human Resources	@USCINTERNSHIP.COM	Karla Pacheco, Human Resources
Laura McCuaig	Volunteer Resources	@USCINTERNSHIP.COM	Candace Quinlan, Volunteer Resources
N/A	Technological Infrastructure	@USCINTERNSHIP.COM	Geoff Pimlatt, Information Systems

The Associate Vice President Positions for 2015-2016 are as follows:

NAME	AVP POSITION	EMAIL (@USCAVP.COM)	SUPERVISOR, DEPARTMENT
Imraan Mukri	Campus Events	@USCAVP.COM	Taryn Scripnick, Student Events
Sanasi Jayawardena	Campus Affairs	@USCAVP.COM	Alex Benac, Internal
Bianca Braganza	Peer Support	@USCAVP.COM	Alex Benac, Internal
Jamie Cleary	External	@USCAVP.COM	Lindsee Perkins, External
Lindsay Banks	Finance & Internal Audit	@USCAVP.COM	Jonathan English, Secretary Treasurer
Alexandra Adamo	Clubs	@USCAVP.COM	Taryn Scripnick, Student Events
Kyle Simons	Communications	@USCAVP.COM	Kevin Hurren, Communications
Andrew Chorney	Chief Returning Officer	@USCAVP.COM	Jonathan English, Secretary Treasurer

Council 2015-2016:

NAME	POSITION	EMAIL	SUPERVISOR, DEPARTMENT
Andrew Lalka	Speaker of Council	speaker@westernusc.ca	Jonathan English, Secretary Treasurer

Section 2.0: What is the USC?

2.1 The Governance Structure

The USC is BOTH a non-profit corporation and student government.

2.11 The Corporation

The Corporation exists alongside the Government within the USC as a tool for meeting the needs of students. It consists of the various services, operations, and rental properties that the USC oversees.

All departments serve the USC's mission statement *"to enhance the educational experience and quality of life for all undergraduates at The University of Western Ontario."*

These departments are dedicated to the day-to-day operations of the USC in order to meet student demands and needs. There exists a number of departments within the USC that are dedicated to the day-to-day operations of the organization as well as offer administrative support to other departments, staff, or volunteer groups.

The corporation, the operations and resources exist to meet the needs of students as identified by the student government. For example, the USC as a corporation runs two restaurants on campus, the Spoke and the Wave. These restaurants are a response to a desire from students for affordable eating options on campus as well as, in the case of the Spoke, a desire for casual lounge areas that can be used for either socializing or studying.

The General Manager is responsible for the overall efficient operation of the Corporation's

administration in accord with all USC Bylaws, our Long Term Plan, all policies and procedures established and approved by Council and the Board of Directors. The GM also oversees the three Manager Directors' branches.

The first branch is Government Services. *The Managing Director, Government Services* provides direction and leadership for the Government Services division, which includes Human and Volunteer Resources, Advocacy Services, Board of Directors & Council Services and Gazette Composing & Advertising.

The second branch is Finance and Administration. *The Managing Director, Finance and Administration* contributes to the overall success of the organization by providing strategic oversight, direction and management for all financial, compliance and tenant relations for the organization. The Director of Finance and Administration is responsible for providing leadership and direction on the senior leadership team, as well as, strategic oversight of the day-to-day management of the finance, compliance, and administration functions for the organization.

The third, and final, branch of the USC is Facilities and Operations. *The Managing Director, Facilities and Operations* functions as the USC project manager for any and all projects initiated through the corporate or Executive channels. The USC has transitioned to a Project Management based approach and these projects range from basic platform initiatives to large scale strategic planning. They work with Western Departments to ensure collaboration and communication, this is also done through a variety of committees; UCC coordinating committee, Orientation Planning Committee, Homecoming planning, On-campus alcohol group, Emergency Response Committee. They lead and plan along with the USC executives to achieve yearly platform

initiatives and any or all challenges faced throughout the year.

More will be provided on each department under these three branches of the USC in subsection 2.2.

2.12 The Government

The Government side of the USC exists to take the needs of students and turn them into solutions that result in a better educational experience and quality of life for undergraduate students

The Government consists of four main parts: Board of Directors, Students' Council, Standing Committees, and Executive Portfolios. The Board of Directors is the half of the USC's brain responsible for ensuring that the USC as a corporation remains within its limits as set out by law. The Council is the other half of the USC brain that processes that information into instructions to the rest of the body. The Standing Committees and the Councillors are like our body's senses and take in information from their surroundings, which are then sent to the brain to be processed. The Executive Portfolios carry out the instructions that are sent from each section of the brain.

The Board of Directors, eight students at large and the President of the USC, will review financial statements to ensure that the USC has enough money to cover all expenses, and long term financial commitments. They will also be responsible at the highest level for all HR resources, as well as being aware of all contractual agreements made by the corporation. Finally the board is responsible, along with council, to ensure that the USC's long term vision happens.

The Council itself is made up of 50 voting members; each voting member has been elected by the undergraduate students of Western to represent various constituencies.

These elected representatives set priorities for the organization based on the needs of the constituents they represent. Committees of council is where the main work of council is done, at these smaller groups of council, ideas are first proposed and debated to ensure they are ready to be debated on the council floor.

The Executive Portfolios are the final piece of this government, and is the most active day to day. The executive portfolios take the direction outlined by the board and council and turn it into reality through the use of money, staff and volunteers, and political capital.

The most important message to take from this is that we are, at our core, a political organization and that council and the executive work in that political world every day. Board and Council set a vision which is then executed by the Executive using the resources available to them.

2.2 USC Departments

In the previous section we discussed the USC's governance structure and status as a not-for-profit corporation. Below you will find a breakdown of each of the USC's departments as well as a brief overview of the services that each department provides. All contact information can be found in the Staff Directory at the end of this section.

2.21 USC Executive

The USC Executive (consisting of the President and Vice-Presidents Internal, External, Student Events, Communications Officer, and Secretary Treasurer) head up the Executive Branch of the USC and are responsible for setting a vision for the given year and implementing the vision of Council. The Executive works with USC Staff, their Associate Vice Presidents and Coordinators to run programs, plan events, lobby, and advocate. The Executive maintain

the day-to-day operations of the organization and the larger vision of the USC.

The President represents the interests of the University Students' Council and the student body and oversees and provides strategic direction for the organization.

For more information about the President's role in advocacy and lobbying, please contact Sophie Helpard, USC President at president@westernusc.ca.

The Vice-President Internal ensures and promotes equal opportunity and acceptance for any individual student, social group or student group. The VP Internal advocates to Western administration on all issues affecting undergraduate student life.

For more information about the Vice-President Internal's role in advocacy, please contact Alex Benac, Vice-President Internal at internal@westernusc.ca.

The Vice-President External advocates on behalf of students to external institutions that affect post-secondary educational policy and students.

For more information about the Vice-President External's role in lobbying and advocacy, please contact Lindsee Perkins, Vice-President External at external@westernusc.ca.

The Communications Officer facilitates communication on behalf of the organization and develops promotional and branding strategies to further the USC mandate.

For information about the services described above, please contact Kevin Hurren, Communications Officer at communications@westernusc.ca.

The Secretary Treasurer ensures effective management of the allocation of corporate resources and endeavors of the University Students' Council.

For more information about the services described above, please contact Jonathan English, Secretary Treasurer at secretarytreasurer@westernusc.ca.

The Vice-President Student Events coordinates involvement and facilitates engagement of students in events, and programming to enhance the student experience.

For more information about the services described above, please contact Taryn Scripnick, Vice-President Student Events at studentevents@westernusc.ca.

2.22 Facilities and Building Services

i) USC Events and Building Services

If you planning an event this is the department you should contact first.

The Manager, USC Events and Building Services provides event consultation, planning, execution and production to students and the campus community on behalf of the USC. They also oversee bookable spaces, rooms and event venues along with the building and physical services for all USC areas of the University Community Centre and Mustang Central. They will connect you with the staff and resources you require to make your event memorable and successful.

If booking a space, connect with the *Coordinator, Reservations* as they coordinate the reservations of bookable space and use of venues through our event management system, consulting on use of space with various clients, vendors, and student groups, along with overseeing the execution of small scale USC and client events.

The Coordinator, Project Management responsible for liaising and collaborating with internal and external parties to coordinate and facilitate communication between parties

involved in both large-scale and independent projects and events. In addition they oversee day to day Mustang Central operations.

The *Coordinator, Productions* coordinate the distribution and use of production gear and staff, consulting on production for all events and overseeing the execution of large scale USC and client events.

The *Coordinator, Technical Services* researches and implements all A/V solutions for USC events and venues. They also do set design and carpentry, lighting and video design, programming and operation. Lastly, they provide handyman services and physical solutions to all USC staff and operations.

ii) Information Systems

For any and all IT related questions or concerns this is the department to contact.

The *Senior Manager, Information Systems* provides strategic and tactical planning, development, implementation, evaluation, and coordination of information and technology for the USC, ensuring the continuous delivery and operation of our systems.

The *IT Support* provides front line support to USC staff on all your PC, server, network and application issues, so that you can focus on doing your job. This is also the person to speak with regarding your position specific emails.

iii) Hospitality Services

This is your go to department for any and all catering, food, beverage or general hospitality services inquiries. There are three operations which fall under this portfolio: Western Film, The Spoke and The Wave Restaurant.

The *Senior Manager, Hospitality Services* provides remarkable hospitality to the students at Western University through its Wave, Spoke,

catering and Western Film Locations. The Senior Manager of Hospitality will work with the executive to execute student experience by providing an efficient, safe and fun atmosphere at USC events. This position will also provide oversight in our licensed establishments to ensure that the requirements of our liquor license are being upheld.

The Spoke is the hangout hub on campus, whether it is getting a coffee at The Café, grabbing a CLT at the kitchen or singing along to Rick McGee. Contact the Site Manager with any inquiries to The Spoke.

The *Site Manager, The Spoke* oversees the day to day operation of The Spoke and Rim Tavern. They oversee the *Spoke Café Manager*, who is responsible for the daily execution of the food service menus within the kitchen and café operations at the Spoke. Ensuring the highest quality in food and beverage are being prepared in an efficient manner, while providing an excellent customer experience, and the *Night Manager*, who manages the Spoke during night time hours and events to ensure safe and responsible service of alcohol and food, while maintaining a fun and secure environment for the student population.

The Wave Restaurant is our restaurant located on the second floor of the UCC and a great place to hold a catered event or have a casual meal. Any inquiries make sure to contact the Site Manager, The Wave.

The *Site Manager, The Wave* provides support for both front and back of house employees of the Wave Restaurant, with a special focus on hitting budget targets, while maintaining a positive guest experience. They oversee the *Executive Chef*, who provides overall responsibility for daily operations in the kitchen at The Wave Restaurant and Bar, and the *Night Manager*, who executes the FOH (Front Of House) operation and is the MC for all kinds of events including: Faculty Formals, Pub Nights,

Soph Pub, Plays / Poetry Slams, Weddings, Bar / Bat Mitzvah. Residence Dances, Holiday Parties, Caterings, Concerts, Beerfest, and Mustang Lounge Events. They also manage promotions for The Wave, The Spoke & Western Film, specifically The Spoke & Wave's Twitter, Instagram (@uscspokewave) and Facebook (The Wave & Spoke) accounts as well as create and execute the contests, prizes and promotional material.

For all catering inquiries, contact the *Manager, Catering* who plans and delivers customer service component for all caterings and events within our USC spaces.

For Western Film or McKellar room inquiries, The *Coordinator, Western Film* is responsible for overseeing both Western Film and the McKellar Theatre. For Western Film, they choose and promote the films as well as oversee the snack bar. For the Theatre, they oversee all other uses of the room including rentals and academic use.

2.23 Government Services

i) The Gazette

This department delivers student content from a student elected team. The new format of digital and paper copies delivered to students four days a week at Western University.

If you have any inquiries please contact the team at the Gazette, the *Manager, Gazette Composing & Advertising*, our two *compositors*, or *Ad Sales Representative*.

ii) Human Resources

The HR department is dedicated to delivering support to all full and part-time staff, and students at the USC.

The *Senior Manager, Human Resources* provides guidance and management for the

overall provision of human resources services, policies and programs for the USC.

They oversee the *Officer, Human Resources*, who provides general Human Resources support with a focus on full time USC staff, and is responsible for the *Coordinator, Human Resources*, who oversees the Intern & Associate Vice President (AVP) Program, the Wellness Program, as well as part-time staff and general HR support.

Lastly, the Human Resources department also oversees development programming alongside the *Officer, Executive and Alumni Development* who provides support for the Executive as well as creates and implements development programs and opportunities for our student leaders.

iii) Volunteer Resources

Part of the Human Resources department, the VR department is dedicated to offering student volunteering opportunities at the USC.

For any coordinator or volunteering inquiries please contact the *Manager, Volunteer Resources*, who provides information, training, resources and support to student volunteers and the Executive to enhance their volunteer experience within the USC. They oversee the *Coordinator, Volunteer Resources*, who provides information, training, and resources to support student volunteers to enhance their volunteer experience and develop their capacity to lead.

iv) Government Services

This department helps advocate for students at Western, and offering support for Council, students and the Board of Directors.

The *Manager, Advocacy and Government Services* provides strategic support and advice to the Executive regarding efforts at the Federal, Provincial, Municipal and Inter-

university levels. They oversee the *Coordinator, Council Services*, who is responsible for providing administrative support to the Board of Directors and Council.

2.24 Finance and Administration

i) Promotions and Commercial Partnerships

This department encompasses the various operations that promote the USC and services to students at Western.

The *Senior Manager, Promotions and Commercial Partnerships* liaise with USC tenants to address any occupancy concerns; they also develop relationships with commercial partners.

They oversee the following operations:

The USC Promotions department is available to all students to use to help promote an event or service on campus. The *Manager, Promotions* leads the Promotions and Western TV Teams comprised of a mixture of full-time staff, Interns and Volunteers in coordinating the promotion of USC operations, events and services. They also oversee the *Coordinator, Promotional Video*, who is responsible for providing photography and video production services for the purposes of marketing, archiving, and delivering information for the USC, and the *Graphic Designer & Promotional Merchandise* who provides graphic design services and coordinates promotional materials and merchandise to effectively promote USC and University related individuals and organizations.

The Purple Store is a campus gem to find cool homecoming gear or any USC-Western fashion trends that will keep you in style during your time at Western. The *Coordinator, Purple Store* oversees the day-to-day operation of the Purple Store. You will also find the *Administrator, Retail* helping out with the Purple Store, Promos, and Creative Services if you have any of the following inquiries.

Lastly, any health plan or bus pass inquiries please make sure to contact the *Coordinator, Student Benefits* who facilitates the USC Health & Dental Plans and the Undergraduate Bus Pass program for all fulltime Undergraduates, Professional Schools and part time students with disabilities.

ii) Creative Services

Creative Services is your on campus print shop that will go above what you need to get done for an event or presentation.

For any inquiries regarding small and large print, posters, logos, binding, lamination, poster patrol, event tickets, vinyl banners, and any high-volume printing (black & white as well as colour) make sure to contact the two individuals below.

The *Coordinator, Digital Media and Customer Service* ensures the timely and accurate reproduction of printed materials; advises, coordinates and prioritizes production of work orders, reviews copyright materials and poster patrol materials; maintains accurate and complete department billing records; maintains supply inventory and resolves staff and customer service issues for the Copy Center. Or the *Coordinator, File Manager/Productions* whose primary responsibility is to ensure the completion of all in-house print production for our customers. This task includes printing and binding jobs on-demand from digital files and hard copies as well as coordinating all print jobs and determining what to print in-house and what should be outsourced. The *File Manager/Production Coordinator* ensures the timely and accurate reproduction of printed materials; advises, coordinates and prioritizes production of work orders, reviews copyright materials and distributes work assignments to employees; maintains accurate and complete department billing records; maintains supply

inventory and resolves staff and customer service issues for the Copy Center.

iii) Compliance (Clubs)

The *Senior Manager, Financial Services* oversees two operations at the USC. The first is the Compliance (Clubs) department.

The department consists of: the *Administrative Assistant* who is responsible for prompt delivery of customer service to all visitors and general incoming calls into the USC Corporate Offices and to all USC stakeholders. They provide administrative assistance to the employees of the Corporate Offices and to the Finance and Compliance Department; The *Coordinator, Compliance* is responsible for providing information, education, guidance and support to student organizations relating to conflict, risk management and grants. They act as the liaison with the USC's insurer and are the main contact for clubs governance and grants. Lastly, the *Advisor, Student Organizations* liaise with clubs, faculties, Deans, vendors and businesses when reviewing and processing event proposals.

iv) Financial Services

The *Senior Manager, Financial Services* is responsible for the oversight of all finance, accounting and compliance activities. They lead the finance and compliance operations and supervise a team of six staff members and have functional responsibility over accounting, accounts payable, accounts receivable, payroll and club events administration.

Under the direction of the Senior Manager is the *Manager, Accounting* who supervises, monitors and evaluates all day-to-day accounting activities. They provide support and assistance to all USC departments in regard to their accounting requirements and financial statements. This includes the *Accounts Payable*, who is responsible for managing the day to day Accounts Payable functions such as part-time

payroll processes and providing all accounting support for Radio Western, and the *Accounts Receivable*, who is responsible for managing the day to day Accounts Receivable functions as well as documentation of all incoming sales and revenue.

Section 3.0: The Position

This section is your guide to your Position at the USC. However, given the infancy of the Associate Vice President and Intern Program as a whole, we do not have all of the requisite information on hand (whether it is due to a lack of expectation to produce said material or the simple fact that the position is brand new). Over the course of your employment with the USC we will be working with you to compile this information for Interns or AVPs who will hold your position in the future. As such, this year we have included a run-down of what each section is to contain as well as, wherever possible, an example of what each section might look like so that you know what to be on the lookout for throughout your term in office.

Please note: you are limited to fifteen hours per week in your roles. If you are finding you have too much work and/or projects on the go, which may exceed this amount, please speak with your supervisor.

3.1 Job Description

This will be the general list of duties and responsibilities for which you were hired to complete. As your term progresses, you will always have this description to refer back to. This documentation is available upon request and is included in your Orientation package.

3.2 Final Report

It is extremely useful for your successor to have the thoughts and reflections of their predecessor on hand during their time in the

position in the form of a Final Report. The goal of such a report, in addition to allowing you to speak directly to your successor, is to offer advice, recommendations, and some insider information that will both make your successor's year easier and help to solidify the position into the future.

Final Reports at the USC (for all positions) have a similar structure. You will refer to and abide by the Interim & Final Reports Procedure (included in this manual) and the set of criteria that is expected in your Final Report. However, the degree of formality that you do so with is up to you. For instance, the Final Report you are provided with may be fairly informal while covering the basic criteria outlined in the Procedure, but you might decide that a more structured report suits you better. Your report doesn't have to be the exact same as your predecessor's, in fact, it is recommended to be in your own style while containing all the information necessary to ensure that the person who inherits your position has all of the tools that they need to succeed. All predecessor Final Reports are uploaded to the Google Drive associated with your position specific email.

It is important to note that you have six hours allotted to complete your Final Report by its due date, as outlined in the Interim & Final Reports Procedure. As such, the report will need to include your signature, approval from your supervisor; the sections outlined in the criteria, no confidential information, no referencing names but rather positions, and handed in by the due date. Formal training will take place in second semester.

3.3 Intern & Associate Vice President Scope of Responsibility

This policy is newly in place for the first time this year. It outlines the duties, expectations, requirements and limitations associated with being a member in the Program. Please refer to the back of this manual for the Policy.

3.4 Program Feedback

It is vital to the growth and institutionalization of the Intern & AVP Program that each member completes this process twice throughout their term. The *Coordinator, Human Resources* will send out a MAC form which will need to be completed by a deadline in each semester to make sure you are getting the resources you require to be successful as well as everything you had desired to complete at the start of your term. These two feedback periods are vital to make sure the Program is continually improving and growing. If we are not aware of what is going on, we cannot make it that much better.

3.5 Student Annex Space

The Student Annex Space, located on the third floor, room 301, in the UCC Building will be the dedicated working space for all Interns, Associate Vice Presidents and Coordinators at the USC. This is a shared space so please abide by our Workplace Conduct Policy when working here. You will have access via your student card by swiping in with the keypad. There are two computers, a TV, meeting tables and a printer in this room, please use the resources appropriately and in an acceptable manner.

Section 4.0: Q& A

This is a section that aims at answering some of the common questions or solving some of the common problems that you will likely face throughout your time with the USC.

1) My student card won't get me into the Intern Space, what do I do?

In the event that your student card will not allow you access to the Student Annex (or any other space that you have been given access to), speak with the *Coordinator, Human Resources* who will direct you to the appropriate resource or gain access on your behalf.

2) I didn't get paid this last pay period, who can I talk to?

There are a number of solutions to this problem. First, since the USC pays its employees on the 10th and 25th of each month, ensure that the appropriate date has passed and look for a deposit from "University Student Pay". Also, please ensure that you have, in fact, submitted your hours for that period on your Google Timesheets, located in the Drive of your Google position email. If the appropriate date has passed and you have not received your pay, please talk directly to the *Coordinator, Human Resources*. They will be able to confirm if the payment has been made or rectify the situation if it has not.

3) I need office supplies to complete a task, where do I find them?

The Student Annex is stocked with a variety of office supplies and stationary items for you to use in the course of your employment. These items are located throughout the space, but also within the storage cabinet below the phone. If these items are out of stock, please contact the USC front desk. Alternatively, if your task requires supplies that cannot be found in the Student Annex, please talk directly *Coordinator, Human Resources* about acquiring the appropriate supplies.

4) I have been given a task but don't know who to go to for help, how do I find out?

Your first point of contact in this situation should be your immediate supervisor. If they cannot help you directly (i.e. you need something that is not in their job description), they will be able to direct you to the person within the organization that can best help you with your task. All contact information for USC Staff, Interns, Associate Vice Presidents and Coordinators can be found throughout this manual.

5) I can't get in touch with my supervisor and I urgently need to speak with them, what do I do?

The best way to get in touch with your supervisor is through the contact information provided to you in Section 5.0 of this manual. You should exhaust these methods of communication before proceeding further. Also, if you have arranged alternative methods of communication with your supervisor, you should exhaust those methods as well. Should these steps fail, an alternative is to visit the USC main office where you may either run into your supervisor, find out where you can locate them, or find someone who will be able to help you with your problem.

Unfortunately, should the above fail, you may be forced to wait to contact your supervisor. At this point it is important to remember that Staff members are not on-call after they have left the office and that they will respond to your messages as soon as they possibly can.

6) I don't have any work to do right now and all of my projects are finished, what do I do?

If there is ever a time that you feel as if you do not have enough work to do, please contact your supervisor. Your supervisor will likely have a number of tasks that you can work on. Alternatively, and upon discussion with your supervisor, you might take advantage of slower periods by starting work on your final report and other information that will be left for your successor.

Conversely, if you find that you have too much work to do, please contact your supervisor in order to determine a workload that is more appropriate.

8) I need to book a booth in the UCC Atrium, who do I contact?

To book space in the UCC Atrium or any other USC-controlled space in the UCC, please contact the Coordinator, Reservations. Bookings for USC-internal groups are always free of charge.

9) I need a poster designed for an event coming up, where do I go?

For posters or any other graphic design needs, please contact the USC Promotions department. Your main points of contact will be the Manager, USC Promotions as well as the Graphic Designer and Promotional Merchandise.

10) I need to get lights and microphones for an event, who do I ask?

Any requests for technical equipment for events or programs can be handled by the Manager, USC Events & Building Services. Given the number of events associated with the USC and the limited amount of equipment available, it is best to contact them as soon as possible in the course of planning your event/program to ensure your needs are met.

11) How do I get paid?

As discussed earlier, the USC pays on a semi-monthly basis, which means on the 10th and 25th of each month you will receive a deposit from "the University Student Pay" into your provided bank account. You will be required to submit on the 15th or end of month in your Google timesheets, which can be found in the drive of your Google position specific email provided to you at the start of your term. If you do not submit your hours here the *Coordinator, Human Resources* will not be able to record and submit them to the Finance department by their due date. There will be a reminder email to submit by midnight of the 15th or end of month in order to be paid the following period. If there are any errors in pay make sure to contact the *HR coordinator* as soon as you notice.

Section 5.0: USC Contact Information

5.1 USC Staff Directory

This is an all-encompassing directory of each department at the University Students' Council. Their contact information is provided. All staff are more than happy to help answer any questions, concerns or make your initiatives a reality!

5.11 Executive



President
SOPHIE HELPARD
Room 340, ext. 82607
president@westernusc.ca

Vice-President External
LINDSEE PERKINS
Room 340, ext. 82614
external@westernusc.ca



Vice-President Internal
ALEX BENAC
Room 340, ext. 82617
internal@westernusc.ca

Vice-President Student Events
TARYN SCRIPNICK
Room 340, ext. 82611
studentevents@westernusc.ca



Secretary Treasurer
JONATHAN ENGLISH
Room 340, ext. 82612
secretarytreasurer@westernusc.ca

Communications Officer
KEVIN HURREN
Room 340, ext. 82618
communications@westernusc.ca



5.12 General Manager and Managing Directors



General Manager
CATHY CLARKE
Room 340M, ext. 82613
usc.gm@uwo.ca



Managing Director, Government Services
SCOTT COURTICE
Room 340P, ext. 82641
scourti@uwo.ca



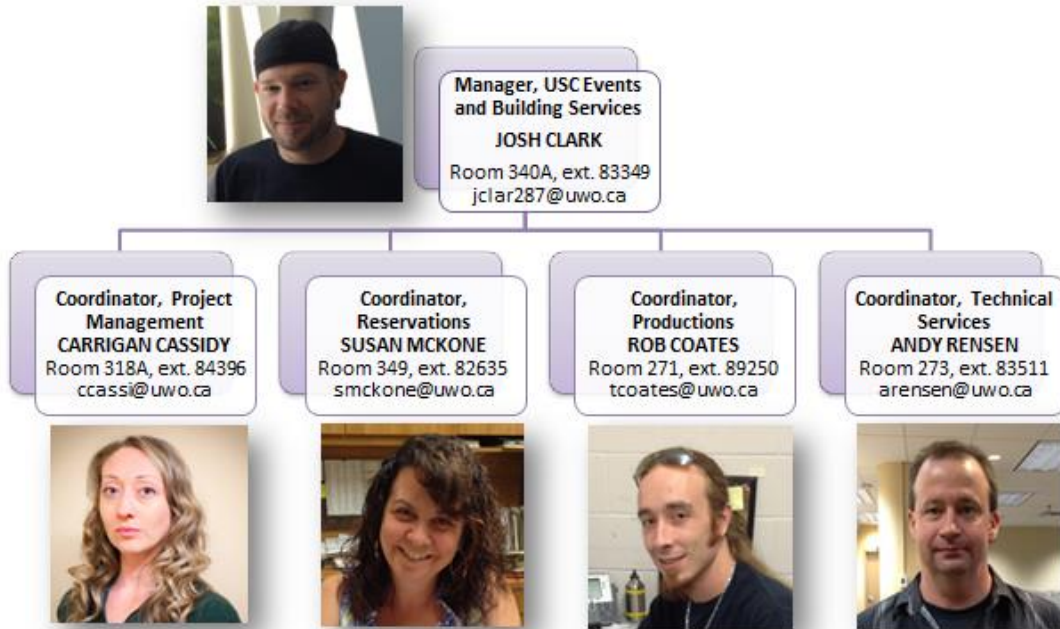
Managing Director, Finance and Administration
CARRIE PASSI
Room 340N, ext. 82606
cpassi@uwo.ca



Managing Director, Facilities and Operations
JEFF ARMOUR
Room 307, ext. 82196
jarmour@uwo.ca

5.13 Facilities and Building Services

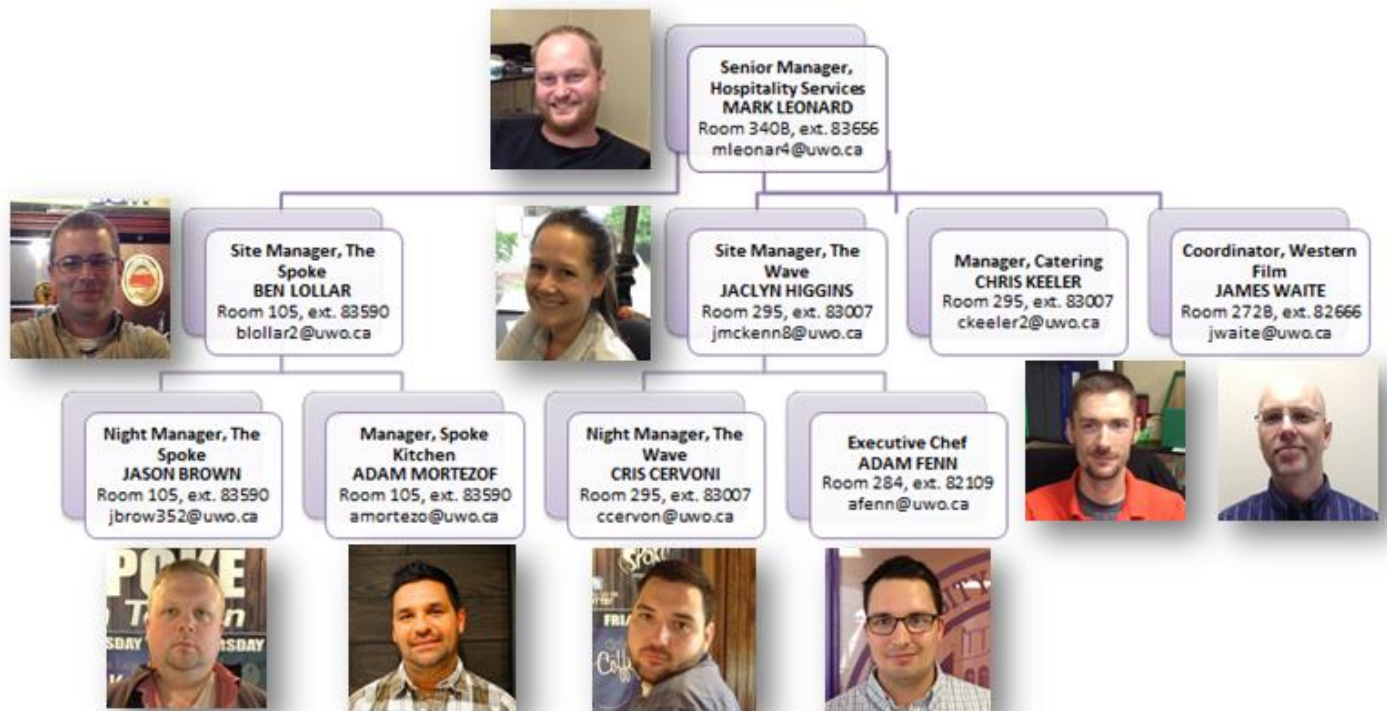
i. USC Events and Building Services



ii. Information Systems

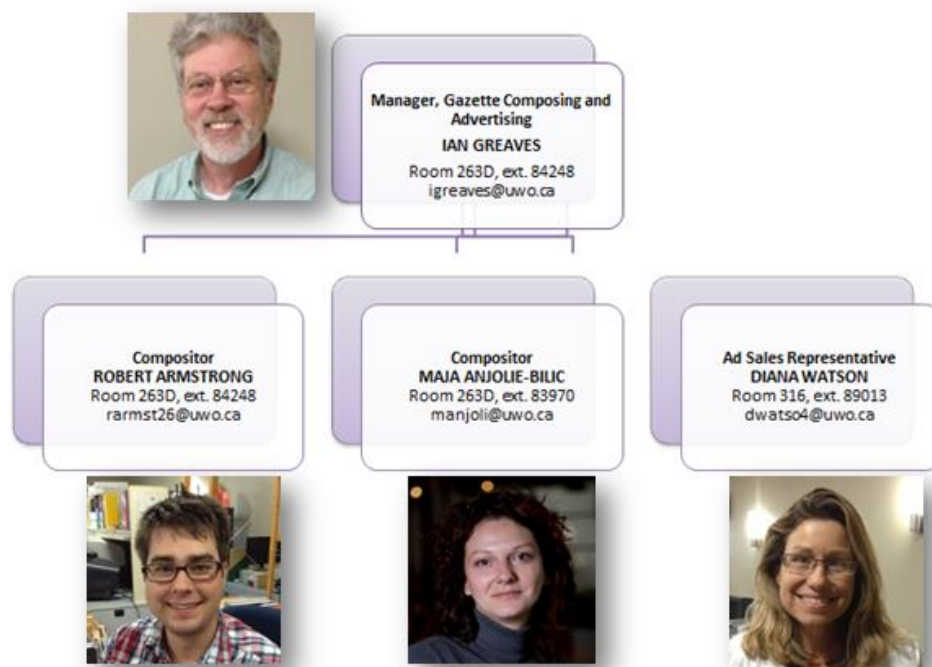


iii. Hospitality Services



5.14 Government Services

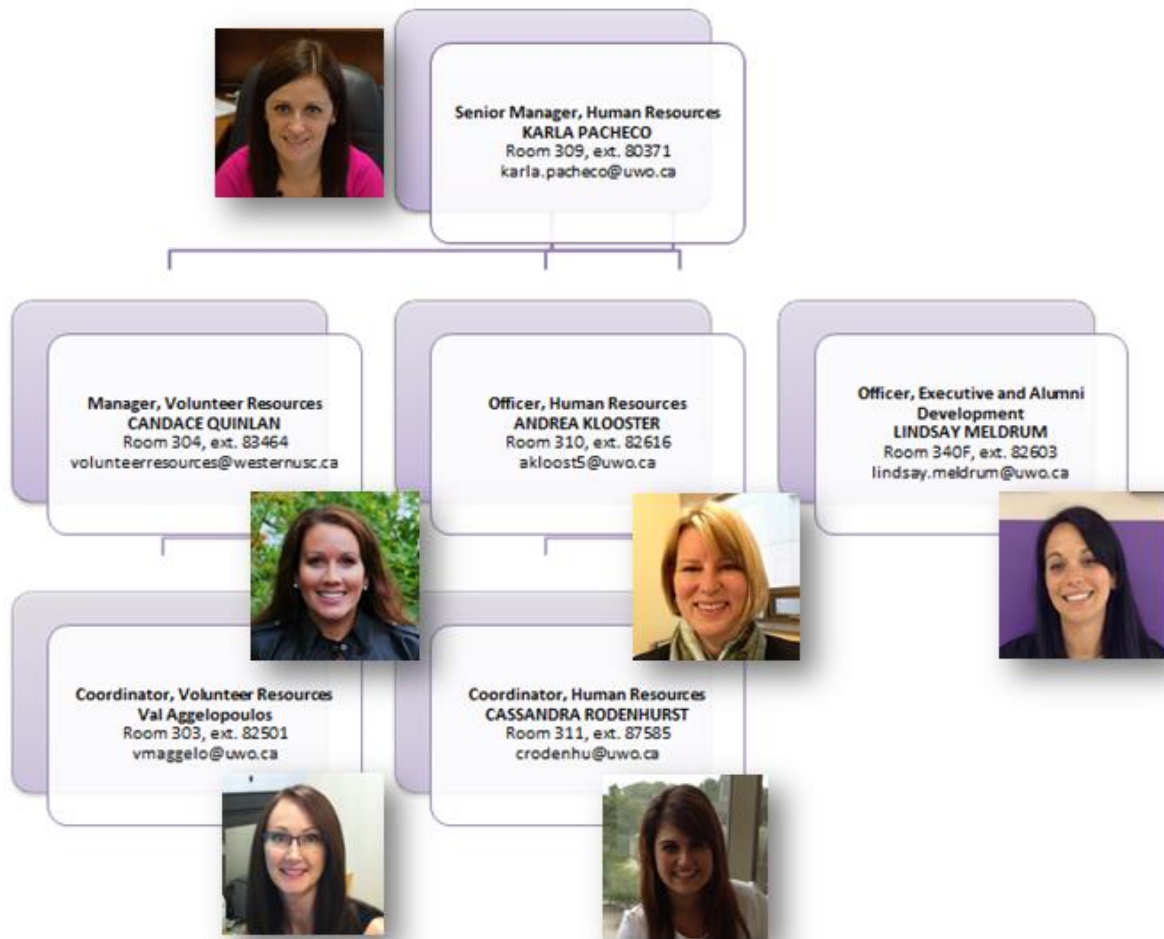
i. The Gazette



ii. Government Services

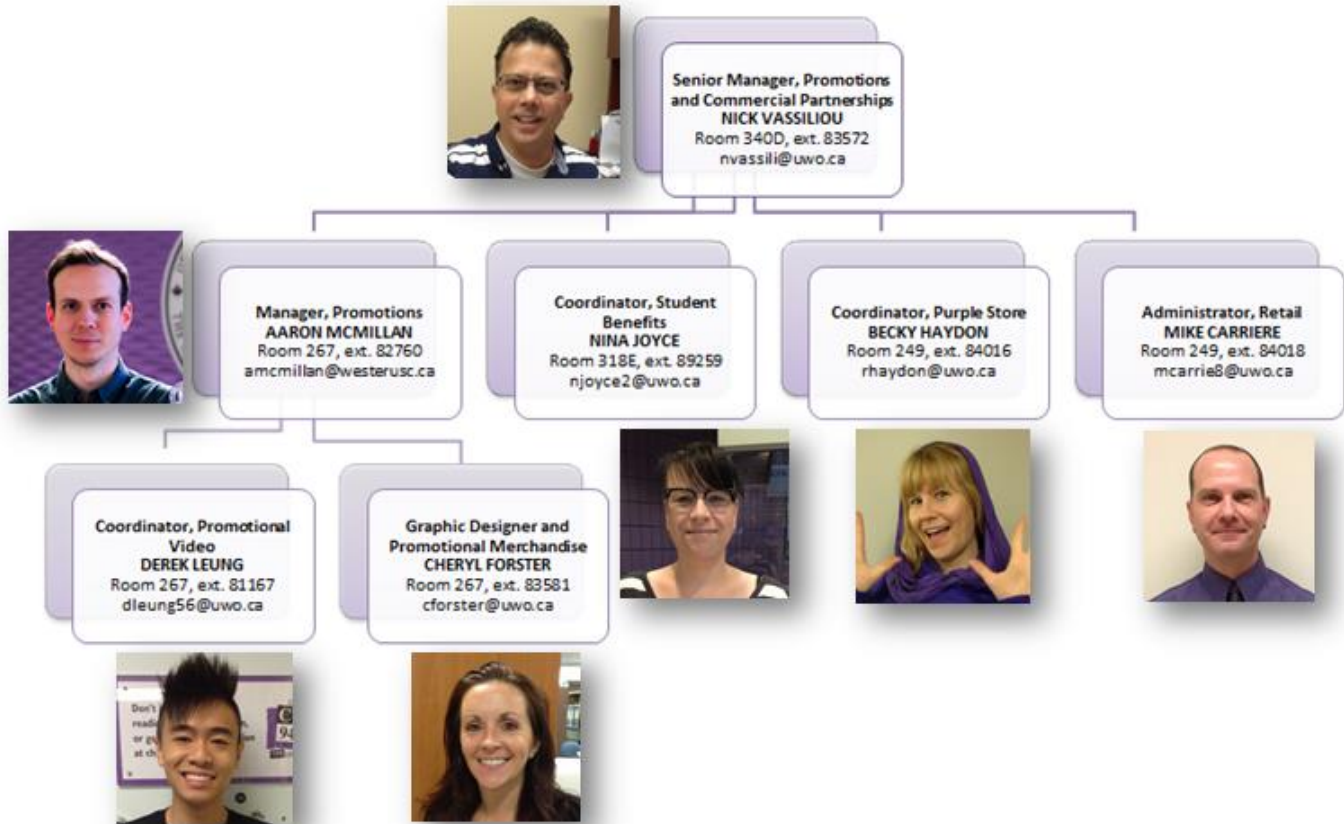


iii. Human Resources & Volunteer Resources



5.15 Finance and Administration

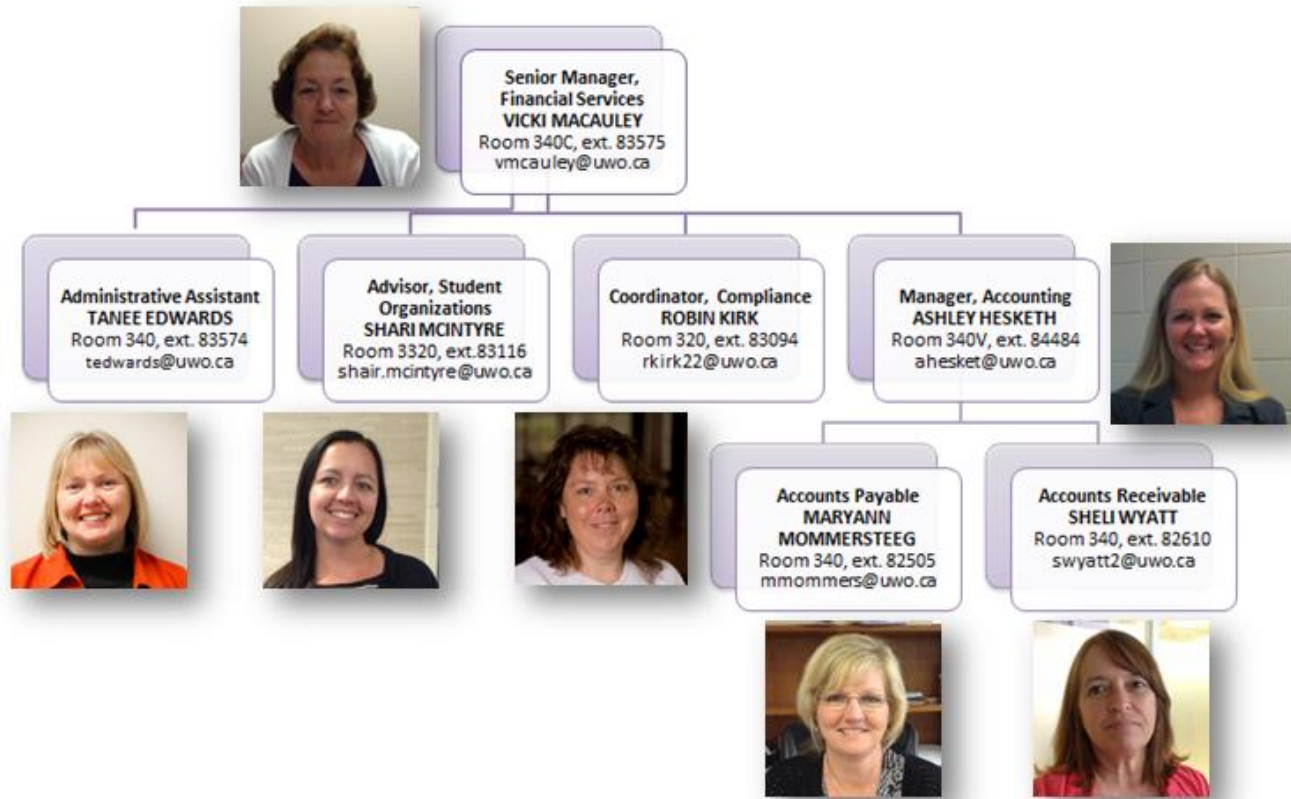
i. Promotions and Commercial Partnerships



ii. Creative Services



iii. Compliance (Clubs) & Financial Services



5.2 USC Coordinators Contact Information

COORDINATOR	LAST NAME	FIRST NAME	USC EMAIL @westernusc.ca
VP External			
Early Outreach	McIntosh	Mackenzie	earlyoutreach
Municipal Policy	McCauley	Ben	municipal.policy
Provincial & Federal	Zhang	David	provfed
VP Internal			
Accessibility	Li	Cathy	accessibility
Ally Western	DiBrina	David	allywestern
EnviroWestern	Chien	Katherine	envirowestern
Ethnocultural	Phebih	Serwaah	ethnocultural
Food Support Service	Ghaith	Bissan	foodsupport
Health & Wellness Support Service	Moir	Hope	healthwellness
Peer Support Centre	Spencer	Tamara	peer.supportcenter
PrideWestern	Randall	Jessie	pridewestern
Sexual Health & Consent Education	Mackenzie	Morgan	sexualhealth
Student Appeals Support Centre	Simpson	Kelly	studentappeals
Student Recognition	Tsui	David	studentrecognition.coordinator
Teaching Quality & Awards	Jung	Flora	teachingquality
Women's Issues Network	Parikh	Trishala	womensissues
Communications Officer			
Community Relations	Goodfield	Taylor	community.relations
Marketing	Law	Alysha	usc.marketing
Public Affairs	Leung	Simon	public.affairs
Social Media	Sembhi	Jasleen	socialmedia
Secretary - Treasurer			
Clubs Finance	Tzonev	Bobby	clubfinance
Council Clerk	Groulx	Kaitlyn	council.clerk
Deputy Speaker	Karmali	Alif	deputyspeaker
VP Student Events			
Charity	Shuter	Katie	charity
Charity Ball	Su	Diana	charityball
Charity Orientation	Zhu	Maggie	charityorientation
Clubs Events	Kishinchandani	Monisha	club.events
Clubs Outreach	Ma	Tony	cluboutreach
Clubs Policy	D'souza	Malasha	clubpolicy
Orientation Officer	Avila	Eddy	orientation@usc-uwo.org
First Year Involvement	Canaj	Hera	firstyear
Public Arts	Griffiths	Quinn	publicarts
Purple Events	Dodds	Courtney	purpleevents
Theatre Western	Oliver	Madison	theatrewestern

Section 6.0: List of USC Acronyms

ACPT	Advisory Committee on Parking and Traffic
AHSC	Arts & Humanities Students' Council
AOC	Advertising Oversight Committee
APC	Academic Priorities Committee
BOG	Board of Governors
BRSC	By-law Review Sub-Committee OR Budget Review Sub-Committee
BUCCSC	Brescia University College Students' Council
CACUSS	Canadian Association of Colleges and Universities Student Services
CARE	Campus Accessibility Review and Enhancement Committee
CART	Canadian Academic Round Table
CASA	Canadian Alliance of Student Associations
CCSA	Canadian Congress of Student Associations
CCPS	Campus Community Police Service
CCAC	Campus and Community Affairs Committee (BOG)
CCBC	Canadian Campus Business Consortium
CFRC	Clubs Financial Review Committee
CFS	Canadian Federation of Students
CFS – O	Canadian Federation of Students – Ontario
CGC	Clubs Governance Committee
CHRW	Radio Western - On-Campus Radio Station
CLS	Community Legal Services (at UWO)

COCA	Canadian Organization of Campus Activities
COSP	Caucus of Student Presidents
CPRC	Clubs Policy Review Committee
CRO	Chief Returning Officer
CSC	Clubs Support Committee
CSLP	Canada Student Loan Program
CYOA	Choose Your Own Adventure Early Outreach Program
ERC	Educational Resource Centre (no longer exists – used to be in Rm 315)
ESS	Ethnocultural Support Service
F&B	Food and Beverage Department
FRC	Financial Review Committee
FSS	Food Support Service
FYSC	First Year Students' Caucus
GAC	Governance and Agenda Committee (a Standing Committee of Council)
HBAA	Honours Business Administration Association (Ivey's undergrad students' council)
HUCSC	Huron University College Students' Council
HWSS	Health and Wellness Support Service
IFC	Interfraternity Council (governing body for fraternities)
IRC	Internal Review Committee (now Governance and Agendas Committee - GAC)
JW	Western's mascot
KUCSC	King's University College Students' Council
MBAA	Masters of Business Administration Association

MoneyCon	National Finance Conference
OFS	Ontario Federation of Students
OGB	Orientation Governance Board
OPC	Orientation Programming Committee
OSOTF	Ontario Student Opportunities Trust Fund
OSPG	Orientation Strategic Planning Group
OTC	Ontario Transitional Conference
OUSA	Ontario Undergraduate Student Alliance
P AND F	Property and Finance Committee (BOG)
PMA	Professional and Managerial Association
PPC	Professional Programs Conference
PRT	Presidents' Round Table
SAO	Summer Academic Orientation
SASC	Student Appeals Support Center
SBTA	Student Benefits Trust Administrators
SCAPA	Senate Committee on Academic Policy and Awards
SCOG	Student Caucus on Governance
SCUP	Senate Committee on University Planning
SDC	Student Development Centre
SHS	Student Health Services
SL	Student Life Department
SLB	Stevenson-Lawson Building
SOA	Student Organizations Advisor
SOGS	Society of Graduate Students

SRBA	Senate Review Board Academic
SRS	Sports and Recreation Services
SSC	Student Services Committee OR Science Students' Council
SSSC	Social Science Students' Council

STEP	Student Transitional Executive Program
UCC	University Community Centre
UWOFA	University of Western Ontario Faculty Association
UWOSA	University of Western Ontario Staff Association

WIN	Women's Issues Network
WPAN	Western Programming and Activities Network (now Constituent Programming Alliance)

Section 7.0: Policies and Procedures

In the course of your employment with the USC you will be expected to abide by a number of policies and procedures relating to health and safety, workplace conduct, and computer systems and online presence. The most important of these policies and procedures are contained in this section.

- i) Social Media Policy
- ii) Workplace Conduct Policy
- iii) Intern & Associate Vice-President Scope of Responsibility
- iv) Acceptable Use Policy
- v) Interim & Final Reports Procedure