

ALMA MATER SOCIETY OF QUEEN'S UNIVERSITY INCORPORATED
2015-2016 AMS Board of Directors Open Session Minutes

October 29th 2015, 2015 at 6:00PM
AMS Board Room, John Deutsch University Centre, Kingston, Ontario

1. Call To Order

Meeting was called to order at 6:06pm.

2. Roll Call of Members

Present:

A. Aguilar, Student Director
M. Blair, Chair
K. Chinniah, President
D. Coderre, Community Director
A. Dungca, Student Director
E. Fuller, Media Services Director
G. Giannopoulos, Student Director
Q. Giordano, Vice-Chair
S. Harper, Hospitality & Safety Director
N. Kalergis, Corporate Secretary
T. Lively, Retail Service Director
E. McElroy, Student Director
L. Parry, General Manager
M. Lindsay, Community Director
S. Letersky, Vice-President (University Affairs)

Regrets:

D. McConomy, Community Director (arrived at 6:25pm)
K. Beaudry, Vice-President (Operations)

3. Approval of Agenda

That the Board adopts the agenda as circulated for October 29th 2015.

Moved by: Q. Giordano
Seconded by: A. Aguilar

All in favour. Approved at 6:07pm.

4. Approval of the minutes of previous meeting

That the Board adopts the minutes of the September 17th 2015 meeting as circulated.

Moved by: K. Chinniah

Seconded by: S. Letersky

Note: “resignation of FERC”

President Chinniah not CEO.

All for. None opposed. 6:08pm.

5. Reports

Chair of the Board

- We will be posting all of the minutes of the Open Session meetings to the AMS website. Assembly members all have the right to see them. No better way to do it than post it online. (M. Blair)

Report ended 6:10pm.

President

- Dent in sponsorship means we did not get any external funding. (K. Chinniah)

Report ended 6:10pm.

Vice-President (Operations)

Report ended 6:11pm.

Vice-President (University Affairs)

- Resignation of Commissioner of Internal Affairs – will be announced later this evening via press release. Please keep confidential before release is made public. The resignation was due to personal reasons. (S. Letersky)
- Recent resignation – is this a trend?
 - First one was different. Both due to personal reasons and both disclosed to myself. No trend between the two. (S. Letersky)
- How will the absence affect the position?
 - I’ve taken over the responsibilities and spoke to members of the team and they understand I am the person to speak to. More so effecting my duties versus the actual duties. Hoping to fill the position by mid next week. (S. Letersky)
- How do you think this affects the impact on the AMS’s brand? (A. Aguilar)
 - Raises the expectations of roles and health and wellbeing. More than ever, this is a serious concern we have to look at. (S. Letersky)

Report ended 6:14pm.

Hospitality and Safety Services Director

- As of Homecoming, the Underground has surpassed the net sales from the end of term from last year. (S. Harper)
- What do you attribute the difference to? (S. Harper)
 - Student perception towards the club is much better than last year. Two years ago it plummeted. We experienced a dip last year first semester, then second semester it became more popular on Thursdays and Saturdays through themed-nights (S. Harper).
 - What are the trends of the expenses? (S. Harper)
 - Similar to last year. Cost of sales should be the same. There's a surplus showing, not sure of the math. The total expenses: are the overhead costs in there for the whole year? If this trend continues, will there be a greater deficit at the end of the year? Page 20. (D. Coderre)
 - I was told to include the cost of sales and the operating expenses in that. (S. Harper)
 - It be due to more staff on in the Underground, as well as different events for Homecoming. We do give out quite a few things during orientation weeks (such as t-shirts and hats). (S. Letersky)
- Noticing Loyalty Cards becoming more important at CoGro. (M. Lindsay)
 - For every 9 coffees, you get 1 free. And for every 9 soups, you get 1 free. From my experience working there, people have been bringing them in and redeeming them. (S. Harper)
 - A look into how innovative we are being at these services. Thank you for including that into The Brew. (M. Lindsay)
 - P&CC has started it and it's becoming successful. (S. Letersky)
 - Concept of points that could be shared across different services. Collecting points at other services and redeeming it elsewhere. (

Report ended 6:21pm.

Retail Services Director

- TriColour outlet – work began today on the change room project. Should be done because I haven't checked. Used books should be about \$6,000 higher, which still puts us down from last year but by a bit less. Under breakdown for copyright, we were using accrual, should be 15.5 instead of 12.6. (T. Lively)
- Did you see other clothing retailers as stepping up their games and explain why clothing sales are down? (A. Aguilar)
 - Attribute more to internal failures than other competitors stepping up. The to-date numbers, at the same point last year, we are \$30,000 ahead in clothing sales. A lot to do with stepping up our game with Homecoming sales. If we expand our marketing efforts, we should be ahead of last year. (T. Lively)

Report ended 6:24pm.

Media Services Director

- StudioQ – video factory sales. Who are the clients? (M. Lindsay)
 - A lot of AMS services. Queen’s IRC (Industrial Relations). They get us to film their tutorials and promo videos. HR could put management in there. It’s a graduate program. A lot of talks with conferences and looking to expand into the Kingston community (E. Fuller)

D. McConomy enters 6:25pm.

- In my mind – how will we know? How will we know if we penetrated the right customers? This year, it’s unreasonable to judge it on the financials. (M. Lindsay)
- For advertising revenue graph, is that comparison from 2014-2015 the year to date? (A. Dungca)
 - For the Journal? Yes, we are doing worse than last year. General decline in people wanting to buy ads. Free media hasn’t given us as many contracts as we would hope. With local and national advertising, there has been a decline this summer as the manager was doing a lot of the work remotely. Consensus across a lot of student newspapers (E. Fuller)
- For the website – for traffic, do you see an increase? (A. Aguilar)
 - Yes – seeing a 10% increase in viewers from this time last year. (E. Fuller)
 - Was AdBlock usage more than expected? (A. Aguilar)
 - In the summer, the web ads weren’t being sold as much because we were figuring out the design of the website. (E. Fuller)
 - Wages were much lower than budgeted. Why is that? (M. Lindsay)
 - Part of those wages were having to pay the staff to deliver the newspaper. (E. Fuller)
 - The wages are the cost of the administrative assistant for 20 hours a week. And that is where most of the line wage is from. (K. Chinniah)
- Does the Journal do any classic customer research? In how to evaluate quality, what channels they consume it?
 - Yes – the Journal does a survey they do through the Journal for pick-up rates, what their readership statistics are, what sort of students. It’s a voluntary survey so there is no telling whether it is a represented sample. (K. Chinniah)
- Is that survey within the pages of the Journal? Could we get a copy of this research from the Journal? (M. Lindsay)
 - Eric can ask the Advisory Board. (K. Chinniah)

Report ended 6:32pm.

General Manager

Report ended 6:32pm.

6. Business Arising from the Minutes

None.

7. New Business

A. Walkhome GPS Radio Proposal

- I took the comments and questions from the last board meeting to the manager. Wanting something to help the problems with safety, transportation. We did explore other options in this proposal. (E. Fuller)
- At last meeting – you discussed the idea of cell phone GPS and we decided to see if there were cheaper options. (S. Letersky)
- Why are we looking at this again? Is there anything different in here? (D. Coderre)
- We wanted a much clearer understanding of the objectives. I remain unconvinced. We discussed a change to Walkhome protocols and change to culture (M. Lindsay)
 - The thing with Walkhome policies, it would be unfeasible to introduce personal cell phone use amongst staff to achieve the same goal. Privacy reasons, not all staff have smart phones that have those capabilities. Much harder and riskier to monitor cell phone. \$10,000 over a few years allows us to monitor staff over a distance. We have also seen under the trial period of the GPS system, there is a quicker response time and deployment time whenever other calls happen. It is hard to deploy someone while they are returning from a walk. Opens up the possibility of different models moving forward. I think the risk involved in using cell phones is quite high in our view. (K. Chinniah)
 - I accept that the total ask from capital perspective is not large. Still not a rationale to approve. Objectives two and three, I think being the most important, what we are trying to do is the coordination of the people walking is the most effective as possible. Knowing where people are requires the manager to have the tough conversation with those individuals who are “slacking” and deal with personnel issues. (M. Lindsay)
 - With GPS, one capability that has been used, they have been able to track the routes used by individuals on the Walk. They have been looking at the path home. We can monitor that and have enough value that can justify. (K. Chinniah)
- I think same with the proposal that came last time, it’s not a matter of whether or not it’s the right technology. Are these problems worth solving at that cost? Is it really an issue? The question for me remains: is \$12,000 low enough for the cost of these problems? (M. Blair)
 - It’s the exact same conversation as last time.
- The future of Walkhome – it’ll have to transition into how we can access our customers in a more technological way. If we invest in this technology today, does that mean 10 years down the road we want to buy something more advanced? (A. Aguilar)

- Torn between do we need technology to solve the perceived problems against if we are offering more safety to the Walkhome staff, to me, it's a small investment to potentially avoid a safety issue. Part of the problem I have – should something dramatic happen to a Walkhome person during a walk, something that might have been avoided by having this technology, it would be very difficult for us to say we saved \$12,000 and we have been warned. When I looked at the safety issues, there were things there I had no idea being potential problems. On the other hand, do we need technology to accomplish the objectives? (D. McConomy)
 - I don't think it's an either-or question. I think it's how the technology is actually used. Could be something that's a nice additional tool or if it's more than that. I think it's a great point about the security problem. On that basis, I'm much more in favour. (Q. Giordano)
 - Switch radio to on-campus security and stay at location until ambulance for emergent situations. (E. Fuller)
- How are the problems addressed with the GPS? (D. Coderre)
 - It's a game of perceived risk vs. actual risk. And it covers the corporation to some respect. (K. Chinniah)
 - I don't find it persuasive. If your employees can't figure out where they are, there is a problem there. (D. Coderre)
- Hearing from staff that they were quite pleased to see the radios were quite interesting to me and ties into the service efficiency point and that's where I see the greatest benefit. Not sure if it can just be fixed by better management. (E. McElroy)
 - Is everyone comfortable to vote? (M. Blair)

WHEREAS the Media Services Director recommends approving a capital expenditure for the implementation of GPS capable portable radios for the Walkhome service, as presented.

THEREFORE BE IT RESOLVED That the AMS Board of Directors approve the capital expenditure of \$11,490.00 for the GPS Software Solution for XPR6580 Portable Digital Radios for Walkhome from Christie Walther Communications, to be depreciated over a minimum of 3 years.

Moved by VP Letersky
Seconded by President Chinniah

All for: 6
Opposed: 5
Abstained vote: Kyle.

Motion is adopted.

A. Aguilar leaves the room at 6:49pm.

B. Walkhome Kiosk Proposal

- Current kiosk has been in place for 15 years. Can't store things in the kiosk, number of things that have made it inefficient space. Looking at cost to renovate. (E. Fuller)
 - Have we ever had a conversation about depreciation schedule? Might be too small of a cost, should just make it a capital expense? (M. Lindsay)
 - Coming to Board to approval for anything over \$2,500. (L. Parry)
 - I think it's a low threshold. Some of it is a learning exercise. Creates more of admin work to manage it. But you have excel spreadsheets. (L. Parry)
- This work would not be done by Queen's but by someone else? (D. Coderre)
 - Yes, two outside contractors have looked at it. One contractor said it could be done by January. (E. Fuller)
 - Are you confident in the contractor you are supplying? If they are quoting less than half, do you have confidence they can get the job done? (D. McConomy)
 - Yes (E. Fuller)
- As capital expenditures add up over the year, how much is the pot of money? (D. Coderre)
 - Kyle is tracking it. I don't have it in front of me. (L. Parry)
 - We can have that part of reporting. (M. Blair)
 - Dan's point is important because we have approved the capital expenditure plans at the beginning. (M. Lindsay)
 - If in the proposal the bottom of the proposal says it is keeping up with the proposal at the beginning of the year. (D. McConomy)
 - Side concern – next year, there will be repairs and what not. Costs build on each capex as they need work done. Just mindful of these costs (D. Coderre)
- Is the Walkie Talkie drawer secured and locked? (Q. Giordano)
 - Yes. Looking to get electrical chargers in there (E. Fuller)

WHEREAS the Media Services Director recommends approving a capital expenditure for the renovation of the Walkhome kiosk, as presented.

That the AMS Board of Directors approve the capital expenditure of \$4,995.95 for the construction of a new Walkhome Kiosk from the company Trinity Custom Carpentry, to be depreciated over a period of 10 years.

Moved by VP Letersky
Seconded by President Chinniah

All for.
Unanimously adopted 6:57pm.

C. StudioQ Honouraria Proposal

- Noticed a few outliers in the Honouraria structure, we wanted to adjust some of the amounts and adequately adjust the work load. In the end, we save \$500, but it does balance out all of the positions. (E Fuller)
- There's a \$500 change in Honouraria, then it says the impact is \$1,000. (M. Lindsay)
 - My mistake. The real change is \$500. (E. Fuller)

WHEREAS the Media Services Director recommends changes to the StudioQ Video Factory Project Coordinators and the Live Stream Associate Producers.

THEREFORE BE IT RESOLVED that the AMS board approve the restructuring of the honoraria amounts for the Video Factory Project Coordinators and the Live Stream Associate Producers as outlined in the included proposal.

All for.

Unanimously adopted 6:59pm.

Service Directors leave 6:59pm.

D. Accessibility Queen's Grant Allocation

- First – Evac chair. 4 applicants received allocation period for Accessibility. Two are the choices that we decided. We have approximately \$50,000 for the year and plan to push for applicants in the spring term. Evac chair will be the first of its kind on campus and we plan to express the importance. (S. Letersky)
- To clarify – the Board's purpose is to make sure the process was followed as policy. (M. Blair)
- Two wheelchairs and a scouter for students to use for free along campus. \$2000 to train staff on how to use the equipment. We would have to approve the \$7,000. Contingent on whether they make the plan. Looking for approval so Board doesn't have to approve it again. (S. Letersky)

WHEREAS an AQU Grant Allocation proposal has been submitted for review by the AMS Board of Directors.

THEREFORE BE IT RESOLVED that the Board approves the Accessibility Queen's Grant Allocation of \$2,254.00 to the Queen's Equity Office, towards the purchase and installation of an Evac Chair on the 5th floor of Macintosh-Correy Hall where the Human Rights Office and the Equity Office is located.

AND THEREFORE BE IT RESOLVED that the Board approves the Accessibility Queen's Grant Allocation of \$4,463.50 with another \$7,000 contingent on specific terms.

Moved by VP S. Letersky

Seconded by K. Chinniah

All for.

Motion passes at 7:04pm.

E. Job Description Changes

- ORT hiring goes out much sooner than other AMS position. Individual hired every November and goes forward with their role ending the following November. We added minor changes on office hours and “overseen” rather than control of finance. I changed Director to Coordinator, I would like to reverse those changes. Making sure the directors meet with Coordinator on a constant basis. ORT Coordinator, page 95 of 114, changes on this one are the most prevalent in the time commitment. In the past, it has been a 12 month commitment from November 2015 until January of 2017. Recognizing that it is an odd commitment, we are proposing to change it to a more formal 12 month commitment. Want to hire in November, but don’t assume the role until February. Beginning in May as a salaried staff until August where they remain a salaried staff until the end of their commitment until November, a 12-15 hour commitment per week. The net change is \$1000 in honoraria. We are changing to \$500 honoraria in the spring and net increase in \$670. (S. Letersky)
- Because of some confusion posting remuneration on job description, best to save those for the contract so we are only held to the contract. (S. Letersky)
- We decided to put that a salary will be incurred approximately with an amount. (S. Letersky)
- I view this as one of the most important jobs because it has such an impact on our brand. February 1st to May 1st, you think the volunteer commitment is adequate? (M. Lindsay)
 - When I put February, I was going to make a change to November. Starting with the volunteer agreement signing it in November and working through until May helps the transition before winter holidays. (S. Letersky)
- Should this just be a salary the entire time? (M. Blair)
 - In the past, we see the spring load as a little bit quieter and we see this as a transition that takes place. I could entertain that idea. (S. Letersky)
- If we feel like making it a volunteer period from November to May to not lock someone into salary. We should go with that. (M. Lindsay)
- We do get quite a few applicants based on this model but we can do more research. (S. Letersky)
- Maybe because we do have a salary over the summer, perhaps the volunteer commitment and the salary position is too much. (M. Blair)
- Does the volunteer aspect allow students to get AMS jobs over the school year? (D. Coderre)
 - We looked at full salary for the full term, keeping it as is but increasing honoraria, or upping how the salary plays out. But students would not be able to work for another service. (S. Letersky)
- Is there any other position that is volunteer, salary, salary? (A. Dungca)
 - Bikes and Boards summer director – paid salary over the summer to stay on campus, but then volunteer September until the next year. Same with Reunion Street Coordinator, which now Carolyn is a volunteer. (S. Letersky)
- Is there a difference in effort put in? (A. Dungca)

- Difference in accountability. When you have volunteers you can't hold them to less office hours and trying to motivate them intrinsically. What we have seen is you get a trailing off of the invoicing because they are not held to set hours. We hope this model holds them to a deadline. (S. Letersky)
- I like the idea of the salary commitment to September to November and what has to happen is a lot of paperwork and traditionally has been a very difficult exercise. (L. Parry)
- Especially in employee morale from a salaried staff to a volunteer that is mentally exhausted and we hope to keep up that morale and keep positive attitude into the transition. (S. Letersky)
- In general what process was followed?
 - Wasn't updated in many months. We made it more clear of the expectation over the summer month. (S. Letersky)
 - These changes only affect prospective employees of the AMS? Not current? (M. Lindsay)
 - Right (S. Letersky)

WHEREAS the VP(UA) has submitted changes to the job descriptions for the following positions:

1. Orientation Round Table Coordinator
2. Orientation Round Table System & Support Director
3. Orientation Round Table Leadership Development Director
4. Orientation Round Table Concert Coordinator
5. Orientation Round Table Leadership Coordinator
6. First Years Not In Residence (FYNIR) Chair
7. New, Exchange, Worldly, Transfer Students (NEWTS) Head Gecko

THEREFORE BE IT RESOVLED that the job descriptions of the aforementioned positions are amended as presented.

Moved by VP Letersky
Seconded by President Chinniah

All for.
Motion passes at 7:19pm.

F. Committee Goal Plans

1. Personnel Committee Goal Plan

- Based on conversation with the VPUA, the projects under A,B,C will be looked at this year. (A. Dungca)
- Something like a hiring process review – I could see that taking up all the time. Rather than being expansive, might be better to have a big impact on one thing. (M. Lindsay)
- Only concern – there is overlap between committees. Seems a little bit redundant. (G. Giannopoulos)
- Good catch – perhaps for the committee Chairs to discuss.

Ended 7:23pm.

2. Governance Committee Goal Plan

Ended 7:23pm.

3. Long Term Strategic Planning Committee Goal Plan

Ended 7:23pm.

4. Finance and Risk Committee Goal Plan

Ended 7:24pm.

- Collectively – do the goal plans make sense? (M. Blair)
- Yes...

WHEREAS the goal plans for the following committees of the Board have been submitted for approval:

- 1. Personnel Committee Goal Plan*
- 2. Governance Committee Goal Plan*
- 3. Long Term Strategic Planning Committee Goal Plan*
- 4. Finance & Risk Committee Goal Plan*

THEREFORE BE IT RESOLVED that the Board approves the aforementioned goal plans as presented.

Moved by; VP Letersky
Seconded by: President Chinniah

All for. Approved 7:24pm.

G. By-Law Amendment (Corporate Meeting Dates)

- Amendment is to strike 12.2.1
- Do you need to say something when the meeting will happen? (D. Coderre)
 - Board policy manual reflects which semester. This is just a requirement for when the meeting is held. (M. Blair)
- This point is just to say it's held on the same day. Does anyone know why? (D. McConomy)
 - Protection measure to ensure all the AGM members are invited to ACM. (K. Chinniah)
- Might have outlived its usefulness when trying to coordinate them. (D. McConomy)
- Considering all the controls in place right now – I think this is a redundant policy.
- Will they show up? (D. Coderre)
 - We have food. They would usually go to the ACM then AGM after. (M. Blair)

WHEREAS the Annual Corporate Meeting and the Society Annual General Meeting should not be required to take place on the same day due to logistical concerns.

THEREFORE BE IT RESOLVED that the board strike Section 12.2.1 from the AMS Corporate By-Laws as presented, pending confirmation at the next Corporate Special General Meeting.

Moved by: M. Blair

Seconder: Q. Giordano

H. Appointment of the Auditor

WHEREAS the Audit committee recommends that the board of directors recommends the appointment of KPMG as auditor for 2015-2016.

THEREFORE BE IT RESOLVED that the board recommends the appointment of KPMG as auditor for the Alma Mater Society of Queen's University Incorporated for 2016-2016.

- The auditor was present during the last meeting of the audit committee of the board and answered questions from directors. Management was given the opportunity to give feedback on the performance of KPMG in years past. The committee resolved to recommend that KPMG be reappointed AMS auditor. (M. Blair)

Moved by: M. Blair

Seconder: Q. Giordano

All for.

8. Other Business

9. Adjournment

Motion to adjourn the meeting.

Moved by: M. Lindsay

Seconded by: S. Letersky

Adjourned at 7:31pm.

PUBLIC