



**ALMA MATER SOCIETY OF QUEEN'S UNIVERSITY INCORPORATED
 2018-2019 AMS BOARD OF DIRECTORS OPEN SESSION MINUTES**

June 17th, 2018, at 12:00 PM
 AMS Boardroom, John Deutsch University Centre, Kingston, Ontario

ITEM 1: CALL TO ORDER

The June 17th 2018 meeting of the AMS Board of Directors in open session was called to order at 12:09pm.

ITEM 2: ROLL CALL OF MEMBERS

			Present	Excused	Electronically Present	Absent
Page, Mikela	Chair	Voting	X			
Nensi, Jordan	Student Director	Voting	X			
Tharp, Liam	Vice President (Operations)	Voting	X			
Kelly, Diane	Non-student Director	Voting		X		
Kennedy, Patrick	Non-student Director	Voting		X		
Kruja, Julia	Student Director	Voting	X			
Martinez, Miguel	President	Voting	X			
Bourque, Leah	Vice Chair	Voting	X			
Watters, Munro	Vice President (University Affairs)	Voting	X			
Mair, Aniqah	Student Director	Voting			X	
Neretlis, John	Non-student Director	Voting	X			
Goldman, Evan	Student Director	Voting	X			
Parry, Lyn	General Manager	Non-Voting	X			

ITEM 3: APPROVAL OF AGENDA

BE IT RESOLVED THAT the agenda of the June 17th, 2018 meeting of AMS Inc. is adopted, as presented.

Moved: L. Bourque
Seconded: L. Tharp

All for.

Motion unanimously adopted at 12:10 pm.

ITEM 4: APPROVAL OF THE PAST MINUTES

BE IT RESOLVED THAT the minutes of the May 27th, 2018 meeting of the Board of Directors of AMS Inc. in open session are adopted, as presented.

- Item 6.5 bullet 2: the renewal agreements were finalized by Queen's last month

Moved: M. Watters
Seconded: J. Neretlis

All for.

Motion unanimously adopted at 12:11pm.

ITEM 5: REPORTS

ITEM 5.1: CHAIR OF THE BOARD

- No written report. Have been in touch with auditor and committees have started goal plan meetings, governance and personnel have met.

ITEM 5.2: PRESIDENT

- Last weeks have been spent goal planning and working with office directors doing goal planning. Spending time on the alcohol project along with the Rector, going into the filming phase this week. In conversation with Liam and Craig from the SLC to change reporting structure, they will not fall under the President's portfolio. Will allow for director and myself to work on the JDUC project, because Of Craig's experience allows us to work closely and also work with Liam on budgeting.
- Historically the SLC was managed 4 or 5 years ago under the office of the President, but arrived at a decision between AMS, the University and SGPS that under the President was a broader perspective of who customer is, not just an AMS service.
- JDUC meeting with university VP of finance next couple of weeks for the functional programming phase before we move into the referendum.

ITEM 6.3: VICE-PRESIDENT (OPERATIONS)

- Studio Q has reached an agreement with the bookstore to sell agendas there, the bookstore had expressed interest.
- WalkHome app is in the app store, still in beta testing, it is in the open stages.
- CoGro might not be available for next board meeting as the head manager on extended personal leave, probably at the August board meeting.

ITEM 6.4: VICE-PRESIDENT (UNIVERSITY AFFAIRS)

- Nothing to add, in Collingwood doing OUSA strategic conference, looking at how we plan on getting the conservative government to fund secondary education.

ITEM 6.5: GENERAL MANAGER

- On vacation, so didn't submit report and not much different from previous. The financial audit with KPMG is underway, they do field work for a week then a couple more weeks after that remotely.

ITEM 7: NEW BUSINESS

ITEM 7.1: Advancement Goal Plan

- One thing we have been working with office directors, is to look at a way to categorize portfolios and stay consistent on a year to year basis.
- Much thought hasn't gone into branding AMS advancement but we have a lot of outreach to students, and we represent the AMS and 18,000 students when Dave reaches out. If you have suggestions happy to take them.
- Queen's Advancement Office wants to build the relationship with the AMS so they can get more data, i.e. when Queen's students were there and their clubs, because alumni are interested in donating to clubs. We started last year looking to find an agreement and our advancement looks for ReUnion so it could be specific.
- One thing this year is to revamp AMS alumni reunion, in past years it has not reached its full potential and has been a '7-10pm drop in anytime' policy so people come and go. Trying to change to have it be more of an event where people come at the same time and be able to recognize alumni and have speeches etc., working to revamp event as a whole, could be a really good opportunity. Reunion happens Friday night before Homecoming, so we need to understand how we can revamp, because we want it to reach its full potential.
- Dave is looking to expand his office by hiring a deputy director in the office to focus specifically on alumni engagement as a constant in the office to keep consistent efforts. This year is for carrying out the work, last year was laying groundwork. Looking at an alumni database for the AMS, in future years they can use it as a resource. Provide benefit long-term for the AMS.
- This year working to be as neutral as possible in the AMS JDUC involvement. Don't want to tell students that voting one way is wrong, students are smart to know what they're voting for. Functional programming September, October, November, consulting with clubs and students so they feel like they're included.
- One thing I'd like to see is monitoring city initiative on alumni relations, what we can do to mitigate those reputational damages.

Moved: L. Tharp

Seconded: M. Martinez

All for.

Motion unanimously adopted at 12:31pm.

ITEM 7.2: HRO

- HR did grow this past month with the HRO. It will be focusing on working with the policies that we have and that they are compliant with the law and are in best practice. In general, offices are meant to act as a support for commissions and services.

- HRO is a 2 year contract and we should utilize her as much as we can, she can revamp the way the office works in general. We can put that into the HR office foundation. Students have advisors who have experience and can guide them to make sure we don't break the law or put ourselves at risk.
- Last year the TAM was a 12 month position, made it 8 months and made brand manager 12 and that has been working well. HR now needs to work closer with MarComm, last year we had low interest in the hiring, need to make sure when we're advertising positions it's the best it can be.
- For the 3rd objective, concerned with not extending an hiring period. Question the quality of applications.
 - It's more in terms of recruitment from the beginning, for salaried positions we extend, often there was no one applying, not because the quality. We will have enough applicants to not extend the deadline. Extending messes timelines up.
- Weakness was the lack of procedure, that's a big issue. There's no objective that explicitly talks about data collection.
- Can include it in the 1st objective, streamlining of templates and policies.
- That's coming from our whole information management as the AMS, why we brought Wayne in, a lot to get done. Started off with the commissions, towards the end of last year he has moved to the offices, like the Secretariat, the HR office is a huge job. HR office is so busy day to day details keep them busy that they are unable to look broadly.
- Hasn't been reflected in the goal plan, HR is a messy office, there is a lot of paper. Director of HR and the services can have staff files can be given to service HR offices. Ordering locking cabinets for each of the services to cut down on HR's load.
- That should be reflected in here, to keep them accountable.
- Page 29, under threats. "Perception of AMS culture, measures to combat the culture."
- Year after year when a decision is made like bikes and boards, where staff were laid off, they said the AMS is oppressive, not resign they are fired, they start talking about their poor experience with the AMS—its spreads quickly. These are students who may have never worked in the workplace before, their negative AMS experience is not a negative work experience.
- Special exemption form, year after year, P&CC managers work far more the past couple of weeks, they ask for more staff, a way that that it gets signed by Liam and Carla, to make sure there is accountability.
- 3rd objective as well to change the AMS culture, MLM looked for balance of professional and approachable students in hiring. In the survey students wanted professionalism and relatability, a for students by student's environment. Set a tone within the senior management team, letting people know it's a workplace, what you do on your own time you are on your own time. Sometimes it's easier said than done, the onus falls on executive to set that tone.
- 3rd point under threats, is the hiring systems of services threat. The system for service staff is that staff are applying for 2 services and they set their preferences and they can be dismissed and not taken into account. It has to do with system we use and how hiring is done. Meeting with it director and Carla and Liam to change the system for the future.
- Will be working to IT to develop a system for AMS apply, right now human error is rampant.
- The current process is we have an actual system on AMS apply, how do you see the answers to you?
- For example, Cogro ranks 5 class A B or C applicants and if their preference is TAPS they should get taps, but when its 150 people its done manually on an excel spreadsheet with colour coding.
- Should only apply to positions you can take on, understand important to list preferences, also about supply not just demand, they still got a job
- Idea is some people want a certain position, they'd rather have something. So many places are hiring at the same time some people can't wait to see if they get the position.
- I agree, but that's the real world.

Omnibus of ITEMS 7.3-7.22

ITEM 7.3: ITO

- Page 43 under threats, on the treat of leaking confidential information, it's not someone leaking information but information gets accessed.
- Page 45, it says less overspending on new projects, there shouldn't be any over spending at all.
 - Not so much that it is happening, just that it has happened in the past.
 - For example, Brand Manager got a new computer because he works with graphics, have to justify to the ITO and me. To prevent overspending for no good reason, must be based on functionality.
 - Some computers are older than others and have been crashing, we are replacing on an as needed basis, not replacing everything.
 - Standard life of a computer is 3 years, on average. For the rest of the AMS staff everyone uses the same standard desktop there is a replacement policy in place, we buy in bulk and go about this plan. In the past we use the computers until they die and then we had this massive capital expenditure. Ops analysts has been working with it to look at this.
- Its proactive against information breaches?
 - In being proactive, there are education programs to give people tools and know how to use them. Focusing on education will make a bigger difference, most of this stuff is human not software problems.
 - Training was conducted on how to encrypt documents and where passwords were stored. We are having everyone is doing a Queen's cyber security course. We are also being protective about what the university gives us and ITS sends them to us to protect general student information.
 - VPN's allows us to access our files remotely. You need credentials to log in and you get the same access you would in the office. It is very secure.
- Are we testing staff to see if that's effective? If it's a serious concern we could have emails sent out replicating spear phishing emails and you will know who needs more training.
 - In May training Jess ran a session on phishing and what that looks like that. Employing those would be great.
 - Spear phishing is the most popular way to break into a system. They can be sophisticated, even opening an attachment at all just to see what's in it, even that can compromise a system as there can be malware in the attachment as well. Can also send targeted emails.
- Director of IT has access to every single file and password protected files, nothing formal there's a lot of trust involved. Not much we can do, it's just her. She has signed an NDA.

ITEM 7.4: MarComm

- We all need to understand, SimplyVoting doesn't cost anything because we have a year contracts. A lot of other things that go into the campaign, when it failed the exit poll they did they voted no to the terms of the building not the building itself. Didn't like the \$89 fee, they don't want to pay, and students didn't know what they were getting out of the building. Info wasn't communicated as well as it could've been.
- Was an outside firm hired for the last referendum?
 - Was hired last year, and was an old AMS president and a company.
- Right now not looking at hiring a firm.
- All the website is our property and have templates and website and those materials from last year.
- The difference in messaging is that we are for this, but when we present this project to students with AMS and SGPS, we are working towards success of the project but staying neutral.

- The AMS is in support, not trying to say that voting 'no' is bad.
- As result of exit survey there was not sufficient information in which people could make a decision about. Need to show students what this looks like, answers to all these questions.
- When I say neutrality, we let students make the decision.
- Weakness is the ambiguous description of Brand Manager, didn't see it in the goals, should the personnel committee look at?
 - Mostly wording because 10 to 12 month increase, there is a precedent for the 1st two months, don't see the need for personnel because its taking the TAM responsibilities.

ITEM 7.5: CoGro Goal Plan

- My focus was to make goal and marketing plans useful for service managers, We made the administrative timeline a comprehensive document that can be printed off and put in their office.
- Page 70-71 Weaknesses, proper maintenance of the machines and things like managers spending time in office, staff not following cleaning calls. These are directly staff and personnel weaknesses, what will be different from last year?
- There are initiatives this year, with Common Ground last year there was training, presented in goal plan so to be implemented in the training. Also result of staff having a lack of experience, initiative in preliminary idea of minimum hours per week so every staff will know what's going on. Done on a service by service basis.
- Page 82. Starbucks in Goodes wasn't mentioned as a threat.
- To raise prices, if revenues aren't raising, why was looking at staffing levels not mentioned?
- It's hard to change staffing levels as its on an ongoing basis and they're hired far in advance. TAPS did mention monitoring staffing levels.
- Will mention at next managers caucus, ops analysts could work on this.
- View to next year, mission statement of AMS is to provide employment we can't hire and fire, but our window to do this is longer.
- Minimum hours a great idea. Tangible example, gain customer feedback to figure out what is sold, also maybe we should look at the margins that we're getting on a single product. Action item is looking at customers and see the margin and actual financials.
- Not sure if they are being paid for the 5 minute pre-shift meeting
- Events being moved to the Brew? Is that realistic, its such a small area?
- Discussed with Jasmine, Santa photos that happen in CoGro are seen as disruptive perhaps more something to analyze if there.

ITEM 7.6: CoGro Marketing Plan

- Visual identity standards are discussed at Marketing Caucus, many visual standards didn't make them into this document because it's not a Board level activity.

ITEM 7.7: P&CC Goal Plan

- Page 98, mandatory trainings - The problem that AMS services have in general is ORT training happens at the same time as AMS training. Not only 80% staff are trained, there is make up training and shadow shifts, there is a need training for heavy machinery.
- With the store redesign, I'd like to see what happened with JDUC before approving a store redesign.
- There will be capital expenditure proposals for TRO and PCC space redesign. Minor modifications are the intent this year.
- Page 107, efficiency store layout and design, paint the manager's office didn't all align.

- Was more for store organization in general, not applicable to paint manager's office, confidentiality issues there, but it is repainted and looks great.
- Page 96 other services such as Dunning Hall printing service dominating the campus market? What is that?
- There are a lot of printing services on campus that people don't know about, perhaps in exam printing there are confidentiality issues.
- Understand the goal plan should be passed today, but we need an exhaustive conversation about the need for the P&CC in the future as well as strategic shifts and its feasibility as a service.

ITEM 7.8: P&CC Marketing Plan

- Page 123 lists a competitor being Staples, Staples is outsourcing at a loss, getting rid of that product line this year.
- In competitor analysis there is a point of differentiation is that its run by students, didn't see a tangible item.
- Didn't see online vendor listed as a competitor, but ComSoc uses VistaPrint over P&CC.
- Overemphasis of student to student experience, but the actual product and price is more important.
- Look at the values across the services, the value of time, students are here. If it is out of the way the time has value and it has to be the most immediately accessible printer for students. There's line ups but there's a time factor that should be addressed, it's valuable.

ITEM 7.9: Queen's Journal Goal Plan

- Page 134 mentions the workload for students, how high is the workload and is there a way to offset this?
- More to do with the nature of newspapers in general, every Thursday they're there until three in the morning, these are honoraria staff and need to be cognizant of that.
- Journal staff are paid by honoraria and no one has gotten around to figuring out something different. These jobs are no different than a salaried position, we need to look at each position and do a study on what each position does. A lot of journal people treat the house as a kind of club and they hang out there.
- Need to look at quality of hours worked, are they socializing and is their time unneeded?
- We don't have those statistics or understanding.
- Recommend the personnel committee makes it a priority.
- It is going to take Journal to collaborate with Liam's office.
- Lots of leg work going to need to happen first.
- Is there anything we can do? The exec is busy and this is a lot of work.
- Lots of Queen's Journal concerns should we strike an ad hoc committee to work?
- They have a drain on resources.
- I would agree and would like to see ad hoc, if JDUC passes Strategic Planning committee will have a lot of work.

Motion to strike an ad hoc committee for the Queen's Journal

Moved: M. Page

Seconded: L. Tharp

All in favor

Motion Passed at 2:40pm.

- For the sake of the goals and action items, there is an issue with their existing website and also print media, we need to prioritize that the website should be fixed first. Action item should be analyzing the pick-up of actual newspapers.
- Important to frame this as a collaborative effort.
- Thing you'll find with the last two sets of editors is that they'll know their stats, they shifted last year more into the digital world. They welcomed groups of different people who wanted to work and they need help.
- Queen's Journal is prickly about editorial stuff, but everything else they would be in support and they recognize they need help.
- Wouldn't rely heavily on the accuracy of print numbers.
- Page 139 financial stability - The line about the campaign to increase of student fee in the referendum, what is the student fee? I didn't like that line, don't think the students should be paying more.
- Trying to address they recognize problem with funding, looking at alternative funding. Increasing the fee is in effort to increase sources in funding, this year is focused on online funding.
- Not unreasonable to ask for fee increase, they provide a service.
- This could be a failed AMS attempt to get more money from the students, that looks bad.
- QJ is a non-renewable fee and mandatory. When they go to referendum if they want to increase they don't lose their fee. This is all mentioned in SAF policy and the old PM1.

ITEM 7.10: Queen's Journal Marketing Plan

ITEM 7.11: Student Constables Goal Plan

- Page 155, concerned me. Does the Head Manager realize the surplus isn't wholly their doing, I don't see why there should be more allocated to staff appreciation?
 - Should be two separate points, there wasn't a lot of staff appreciation and it's a service that is quite a difficult job. Those we conflated and they shouldn't be.
 - There was a surplus and look at cutting costs.
 - The AMS looks to move to zero.
 - Surplus was a function of returning staff not doing the same level of licensing and training, people have to apply for reimbursement. The conversation about bursary gets included and it shouldn't.
 - That bursary was reflected on the graph we saw.
 - It shouldn't be, budgeted for in the Clubs commission. The revenue line is 100% reflected.
- When we made the adjustment in pricing, we adjusted in the summer so prices wouldn't change midway through the year. Minimum wage changed in January so there was a surplus with minimum wage increase, overcompensation.
- They have 10 slogans we're looking at ironing out and that's up for discussion.
- Comment on mission statement. On page 153, it's more than enhancing customer experience, flawed in what I think that they should be doing. Should make StuCons friendly faces.
- Experiences at customers at TAPS specifically, but not every student at Queen's.
- Looking to be competent in security but a friendly face along with security.
- Little doubt about StuCons providing security, the goal is positive, but the interactions are usually limited and can be unpleasant.
- StuCons affects other services as well, as people associate them with the service.
- All about attitude and professionalism appropriate for the venue they're in.

- Worthwhile to have a conversation with Taylor to reverse the wording, where security it put first.
- On page 159 with the ID policy, health cards aren't a valid for of ID. Goal plan is telling StuCons that it is.
- Can't present as your first, but health card is back up. Just need to discuss the grey area. Head manager comes from a bar background. Goal is to lessen individual liability.

ITEM 7.12: Student Constable Marketing Plan

Break for 10 minutes.

Moved: M. Page

Seconded: J. Kruja

Back to Order at 2:36pm

ITEM 7.13: Studio Q Goal Plan

- Contract that was signed 3 years ago bringing us to work with Friesen, for the agenda we are contractually obligated, one vendor is very persistent.
- Can't go for an RFP.
- Vendor is willing to send us a quote.
- We are contracted to end in 2022.
- Can we approach them for a contract buy out?
- There is a clause saying there can be a review, the agreement is very vague. Can be a review in 2019.
- Started the contract in 2017. This would be our 2019 review.
- See if we can get external analysis of products that we can use as leverage, we could be paying more than we need to. We have very little clout.
- If it's a substantial difference it might be worth it.
- They've been good to us except maybe the pricing, must go about it treating them respectfully as a vendor. Though it looks like we're taken advantage of.
- In the process of getting quote of another vendor and working with Studio Q manager.
- What is the point of redecorating and relocating office space? Where is it?
- Its in the AMS bunker, space reallocated by IWC, interested in looking at other spaces but a lot of conversations need to happen before that.

ITEM 7.14: Studio Q Marketing Plan

- It's a professional photo service, should be equipped to service the greater Kingston community.
- If they can they work in Toronto, from an alumni perspective could be good.

ITEM 7.15: SLC Goal Plan

- Move the focus of the SLC on JDUC and the triparty agreement it was from, reporting now to Miguel.
- On page 198, touched on a little bit, but do we expect the university to pay to update the official university signage?
- Not sure, the conversation should be had.

- If budgeted in SLC administrative budget the way their funding takes place is a management fee, but they have all three sides funding.
- Beautifying the office and desk? Should we be investing money when JDUC should happen?
- Capital expenditures will be analyzed. I will not send to Board, it's looking at taking out the desk not very accessible for example.
- Caution against commissioning artwork because of cost associated.
- Last year piece of art was commissioned by a student who had to pay and didn't have a place to put it.
- To frame it was to be quite expensive. We lose track of these things and look like we're renegeing on our agreements. Need to be careful taking student commissions. Hand painting got painted over, need to make sure we're clear about where it's going.

ITEM 7.16: SLC Marketing Plan

ITEM 7.17: TAPS Goal Plan

- Page 222 - Raise prices on food to combat minimum wage, because TAPS loses money, what is the rationale to raise prices when the service is still in the hole? Doesn't seem like a macro look at the whole service.
- Made by head manager for the general service. More high level problem than day to day operations can't look at the bigger things.
- Found some other places had similar issues and looked on a larger goal. TAPS needs analysis on what they should be doing to move forward.
- Who owns the liquor licence? How does that work?
- University official Jennifer Peet.
- Competitor analysis was confusing to me, the target market and profiles didn't seem accurate to me, unsure where it came from.
- I haven't been too critical of it, maybe worth revisiting.
- More speaks to how they position QP, hope the people at TAPS have an accurate view of what competitors look like.
- Separation of marketing plan and goals, didn't do a thorough review of this as much as goal plan as marketing plan is for clarity.
- Some parts of goal plan are relevant to the marketing
- Goal plan done by entire team and executed by the head manager and marketing done by the marketing manager.
- Is there a way to use this as a kind of club space?
- Not sure if feasible.
- Storage use not so much but maybe events!
- Staff appreciation nights perhaps.
- There was an update client renting form, the underground rented out could still run a loss, that was addressed.
- Why do I think groups can book out the underground and have to pay the wages.
- That was a board directive, accommodated into new form \$800 to \$1500 covers 90% of the cases. Changed to adhere to directives.
- Point of concern - employees to post on their own social media accounts and demerits, seems aggressive.
 - Don't think this is appropriate. Can ask but isn't appropriate or legal.
 - Want to have this amended for important to have staff engage with the service.
 - This is not within framework of job description. A lot of grey area that can be opened.
 - Can encourage but not require.

- This could create resentment, people can be encouraged. But forcing them wouldn't be productive.
- Action items could be environment fostering.

Recommendation is to remove all punitive measures.

- QP loyalty card shouldn't just be focusing on healthy food – we should be encouraging customers, not specifying what they should be consuming
- Exploring AMS-wide service loyalty card.
- I'd love to see that
- Problems with idea right now, but its being discussed.
- Goal was to have a dedicated customer base, removing 1st year and healthy options is to remove the qualifiers.
- Measure would also have to change.

ITEM 7.18: TAPS Marketing Plan

ITEM 7.19: Tricolour Outlet Goal Plan

- Page 247 - Campus Equipment Outfitters and how they copy our designs and sell them for less. If they can sell them for lower quality why isn't TRO doing is? Do students care about quality?
- Competitive analysis went on, CEO are engineer focused and have faculty loyalty. TRO is dedicated to high quality products, there were lines that didn't work like bad backpacks so we investigated a high-quality line. Whether we need to look at the balance.
- Renovations on TRO, I understand the need but would like to see analysis to the BoD cost effectiveness. Want to move the checkout counter, those are two separate things that decrease ability to sell, do we need to movement to route things?
- Addressed in 3 proposals for Ethernet and counter moving is separate.
- There was a post on free and for sale giving away TRO snapbacks and red tank tops. If they're not selling sure, but it dilutes the brand. Didn't like to see on Facebook.
- Maybe a better way would be to donate or give out.
- Every 2 years we look at obsolete inventory and what hasn't sold.
- Logic of moving cash to the middle of the store?
- Closer to the entrance is the middle of the store, can't see a large portion of the store from where they are now, better vantage points.
- Are people at TRO allowed to say something to people when they see people stealing?
- Don't think we have policy.
- Theft is probably rampant because of the door that can't be locked.
- Move so merchandise is stationary right in front of the cash.
- Most retail environments are like that, because of the good vantage point.
- On page 255, protecting against staff burnout with more training, won't that lead to more burnout?
- That's a good point will raise to head manager.

ITEM 7.20: Tricolour Outlet Marketing Plan

ITEM 7.21: WalkHome Goal Plan

- Fundamental question is low WalkHome usage a bad thing? SGPS fee was defeated. The goal plan was written in a way that walks were bad for WalkHome, could represent a safer community.
- Agree, they must engage students with their services, which has to do with recognition of services as just someone to walk home with.
- Need to establish if low usage is lack of advertising or safer community. Can focus on low advertising and work to combat that through advertising and the app.
- When did walk home start?
- 30 years ago.
- What about blue lights?
- 10 years? They've added more.
- No blue lights between main campus and west. It's a university thing only.
- Did the blue lights affect the WalkHome numbers? They kind of do the same thing.
- Blue lights are a response to lower numbers of bell phone booths which were attached to the campus security.
- Qsecure has a blue light function.

ITEM 7.22: WalkHome Marketing Plan

- Capital expenditure on page 308, the JDUC project might happen and so should we be updating WalkHome signage?
- Means more around campus.
- More long-term, kiosk when the JDUC project happens it will be easy to move.

Omnibus of ITEMS 7.3-7.22

Moved: L. Tharp
Seconded: J. Kruja

All in favour.

Motion passed 3:27pm.

ITEM 7.23: Reimbursement Policy

- Point is for me to gather people's opinions before I move forward.
- I know it's not being discussed for this year, doesn't seem worth it to fly anyone out ever. Previously a director has been flown in from Mexico, never necessary. If someone needs to fly they should just call in.
- During the year we're all here, is it worth changing the whole thing for the entire school year?
- Some were reimbursed for mileage and some gas.
- Mileage can be the treasury board number and we can just adopt them because it's easy. We shouldn't fly people out. So I'm for treasury board mileage, and if on public trans they can submit receipts.
- I think it's something that the Board Chair looks at in terms of frequency, if someone has to fly in, phone isn't a great situation. I think what's been done in the past people haven't been here for all four meetings. You can't say no travel when you have critical people who need to be here. The Board Chair's discretion.

- They could submit a quote and chair can make the decision.
- Personally, at conferences to see what else is available, in the winter I'll be in Finland and I'd like to be here.
- Google hangouts are simple and give options.
- Travel reimbursement in policy is at the Board Chair discretion
- Hardest thing about calling in is it's hard to hear, will need to read the minutes very closely. Worth having everyone over the summer?
- In conclusion, leaving policy as is where individual accommodations are made, we're all on the same page with this going as discretion of the Board Chair. Can't force a member financially to take the train if it's not feasible. Needs to be a flexible balance.
- It works for mileage and 500 is a lot, can claim something less.
- Policy you sent out limiting of 500 km for the mileage distance provided in policy?
- Best in policy give people a lot of rope and shorten where necessary. Important for Board Chair discretion.
- Will be going forward with mileage.
- Get preapproval before the actual trip.
- Are there guidelines on what people think is reasonable?
 - Reasonable while fulfilling fiduciary duty.
- What is reasonable?
 - Based on feedback, multiple factors - 1 to 1 basis for most

Vote to gauge Board opinion on mileage reimbursement

Moved: Jordan Nensi

Seconded: L. Bourque

All for.

Motion unanimously adopted at 3:43pm

ITEM 8: ADJOURNMENT

Open session ended at 3:44 pm.

Moved: J. Kruja

Seconded: L. Tharp