

# Annual Report

Alma Mater Society  
of Queen's University

**2022 - 2023**





# Annual Report Editorial Board

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# Annual Report

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# About Executive Message

**The 2023-2024 AMS Executive consists of Kate McCuaig, President; Michelle Hudson, Vice-President of Operations; and Victoria Mills, Vice-President of University Affairs.**



Queen's University is comprised of a student body that supports one another in allowing all members to succeed and be community leaders. The student body is some of the most engaged, driven, and spirited student involvement and is recognized as a hallmark of this institution. The AMS is privileged to exist and serve on a campus that champions creativity, innovation and advocacy.

As the oldest student government in Canada, the AMS consistently advocates for student needs and to enhance the undergraduate experience. The AMS tailors its opportunities to align with what students' value since it is run by students for students. New this year,

Orientation Round Table (ORT) has become a Commission, moving out from under the CAC portfolio. Within our six Commissions, six Offices, and eleven Services, there are plenty of ways to get meaningfully involved in the Queen's community. Our objective is to provide valuable experiential opportunities that cater to interest and promote positive impact and skill acquisition that works with students' academic pursuits. We pride ourselves in ensuring that membership to the AMS signifies membership to a committed community of students that ultimately strives to provide resources that meet the needs of today's students and those of future generations, as well.

This report intends to describe the Society's operations and finances during 2022-2023 while identifying the emerging challenges, trends, and strategic direction that will define the coming year. We are happy to share this report with you and are excited about everything we will accomplish together.



# Mission Statement

To serve and represent the diversity of students at Queen's University.

## Mandate

- To represent Queen's University students within the university and externally by working to further the best interests of the members of the AMS, giving particular concern to representation on issues related to education.
- To provide experiential, out-of-classroom opportunities to develop skills and learn, through the provision of services and programs.
- To uphold the principles of Indigenization, Equity, Diversity, Inclusion, Anti-Racism, Accessibility (I-EDIAA) within the Queen's Community and on behalf of Queen's undergraduate students.
- To serve as a liaison between the various affiliated student societies.

The oldest student association in Canada, the Alma Mater Society (AMS) of Queen's University, was founded in 1858 and incorporated in 1969 as a non-profit organization without share capital.

The Society's highest legislative body is AMS Assembly, which consists of representatives from all AMS member societies. The voting members of Assembly also comprise the voting members of the Corporation, and in this capacity, they annually elect a Board of Directors. The Board of Directors is responsible for overseeing the management of the Alma Mater Society's corporate services, offices and associated financial affairs, and more broadly, for ensuring the financial viability of the Society.

Membership in the AMS is automatically extended to all students of the University who are enrolled in at least one course in one of the member faculties/programs listed on the next page, and who have paid the AMS Mandatory fees which include the AMS Membership Fee. Each student normally belongs to a member society as well as the AMS and enjoys the rights and privileges of both societies.

AMS members enjoy the right:

- To vote in all Society elections and referenda;
- To hold offices or positions within the Society, subject to the restrictions of the office or position, as outlined by Assembly and/or Board Policy;
- To attend meetings of the Society subject to the rules of procedure as prescribed by the AMS Constitution;
- To move or second motions at such meetings;
- To speak for or against any motion;
- To vote at Society Annual Meetings or Society Special General Meetings; and,
- To gain admission to and/or actively participate in any Society sponsored event and/or program subject to any restrictions of the particular event and/or program.





# About AMS By the Numbers

**5**

Commissions

**6**

Offices

**8**

Faculty Societies

**11**

Services

**63**

Managerial Staff

**165**

Years of excellence

**325+**

Ratified clubs

**451**

Total student-staff

**200+**

Student volunteers

**1,000+**

Job applications

**20,000+**

Student members

**\$150,000+**

Grants and Bursaries





Year ended April 30, 2023

2023

2022

### Consolidated Statement of Operations

Revenue	\$16,757,139	\$12,433,467
Expenses	\$16,186,631	\$11,499,677
Excess of revenues over expenses	\$570,508	\$933,790
Operating fund	\$116,984	\$327,217
Restricted funds	\$453,524	\$606,573

### Consolidated Statement of Financial Position

Assets	\$19,938,219	\$15,372,872
Liabilities	\$5,324,072	\$1,329,233
Net Assets	\$14,614,147	\$14,043,639

### Net Assets Comprise

Invested in Capital Assets	\$205,848	\$220,736
Internally Restricted Funds	\$10,545,631	\$10,162,109
Externally Restricted Funds	\$411,434	\$341,432
Operating Fund - Unrestricted	\$3,451,234	\$3,319,362



# About Management Team

## EXECUTIVE

<b>President</b>	Eric Sikich
<b>Vice President, Operations</b>	Tina Hu
<b>Vice President, University Affairs</b>	Callum Robertson

## PERMANENT STAFF

<b>General Manager</b>	Lyn Parry
<b>Controller</b>	Lyn MacFarlane
<b>Senior Accountant</b>	Sajjad Khan
<b>Accounting Assistant</b>	Darlene Perry
<b>Facilities Officer</b>	Troy Buchanan
<b>Operations Officer</b>	Dom Conacher
<b>Information and Records Officer</b>	Wayne Pender
<b>Human Resources Officer</b>	Ian Trew
<b>Payroll and Benefits Officer</b>	Kim Campbell
<b>IT Officer</b>	Matthew Guy
<b>IT Systems Technician</b>	Andrew Phillips

## OFFICES

<b>Director of Communications</b>	Cassie Luk
<b>Director of Marketing</b>	Niki Boytchuk-Hale
<b>Secretariat</b>	Amir-Ali Golorokhian-Sani
<b>Student Life Centre Head Manager</b>	Hannah Fitzpatrick
<b>Talent Acquisition Manager</b>	Teah Florio





## COMMISSIONS

<b>External Affairs Commissioner</b>	Sahiba Gulati
<b>Campus Affairs Commissioner</b>	Nikki Onuah
<b>Social Issues Commissioner - Internal</b>	Chloë Umengan
<b>Social Issues Commissioner - External</b>	Dreyden George
<b>Clubs Commissioner</b>	Rob Hughes
<b>Environmental Sustainability Commissioner</b>	Emily Rolph

## SERVICES

<b>Common Ground Head Manager</b>	Nicole Gatzios
<b>Print &amp; Copy Centre Head Manager</b>	Anisa Moisson
<b>Student Constables Head Manager</b>	Caroline Jarett
<b>Queen's Journal Editor-in-Chief</b>	Ben Wrixton
<b>Queen's Journal Managing Editor</b>	Julia Harmsworth
<b>Peer Support Centre Head Manager</b>	Angela Li
<b>Walkhome Head Manager</b>	Kate Hamill
<b>Studio Q Head Manager</b>	Peter Brickell
<b>Tricolour Outlet Head Manager</b>	Phallon Melmer
<b>AMS Food Bank Head Manager</b>	Sierra Gasperri

## BOARD OF DIRECTORS

<b>Chair</b>	Laura Devenney	
<b>Vice Chair</b>	Luca DiFrancesco	
<b>Student Directors</b>	Christ Metzler	Rafea Rawan
	Rody Yehia	
<b>Community Directors</b>	David Masotti	Joseph Villamizar
	Ryan Campbell	Patrick Kennedy



# About Assembly Composition

The 2022-2023 AMS Assembly was comprised of the following members from the constituent Faculty Societies and those directly elected by students.

Ex officio members without voting privileges are marked by an asterisk.

## ALMA MATER SOCIETY

President  
Vice President, Operations  
Vice President, University Affairs  
Commissioner of Campus Affairs\*  
Commissioner of External Affairs\*  
Commissioner of Social Issues - Internal\*  
Commissioner of Social Issues - External\*  
Commissioner of Clubs\*  
Commissioner of Environmental Sustainability\*  
Secretariat\*

## HEALTH SCIENCES SOCIETY

President  
Vice President, Operations

## ENGINEERING SOCIETY

President  
Vice President, Student Affairs  
Four Elected Representatives

## NURSING SCIENCE SOCIETY

President

## CONCURRENT EDUCATION STUDENT'S ASSOCIATION

President  
Two Elected Representatives





## ARTS & SCIENCE UNDERGRADUATE SOCIETY

President  
 Vice President, Operations  
 Vice President, Society Affairs  
 Four Elected Representatives

## COMPUTING STUDENTS ASSOCIATION

President  
 Vice President, Operations  
 Vice President, University Affairs

## COMMERCE SOCIETY

President  
 Vice President, Operations  
 Vice President, Student Affairs  
 Two Elected Representatives

## PHYSICAL HEALTH EDUCATION & KINESIOLOGY STUDENTS ASSOCIATION

President  
 Vice President, University Affairs

## MBA STUDENT EXECUTIVE COUNCIL

President  
 Vice President

## OTHER EX OFFICIOS (NON- VOTING)

Undergraduate Student Trustee*	AMS Board of Directors Chair*
Queen's University Rector*	Residence Society President*
Student Senate Caucus Chair*	Queen's Student Alumni Association*

# Executive Overview

## Team ETC

**The 2022-2023 AMS Executive consisted of Erick Sikich, President; Tina Hu, Vice-President of Operations; and Callum Robertson, Vice-President of University Affairs.**

This year proved noteworthy for Team ETC as the first fully in-person year since COVID-19. The Executives worked tirelessly with their teams, collaborating on initiatives to see a positive trend in student engagement. Over the 12 months of ETC's terms, they accomplished various goals, such as re-establishing the menstrual accessibility campaign, transforming operations and services, and enhancing the student experience.



### President

The President is responsible for the external representation of the Society and is ultimately accountable for ensuring the fulfilment of the Society's mandate and mission. They directly oversee the Marketing, Communications, Human Resources, and Information Technology Offices, as well as the Secretariat and Student Life Centre. They also preside over Presidents' Caucus, which consists of the member society presidents.





## VP, Operations

The Vice-President of Operations is responsible for all day-to-day operational and financial matters of the Society. They oversee the AMS corporate services, administer the student activity fees, the AMS Health & Dental Plan, the Bus-It Program, and the consolidated budget for the AMS.



## VP, University Affairs

The Vice-President of University Affairs is responsible for all political and educational matters within the Society, research and policy development, and academic issues at Queen's. They oversee the various Commissions and advocate to the University administration, the City of Kingston, and the Province of Ontario.



# Executive Overview

# Action

## **POLICY AND GOVERNANCE**

The AMS introduced new standards of performance and HR policies. These policies were not simply implemented into practice, but were collaboratively revised, involving various stakeholders; the outcome was that approximately 20 new policies were approved within the HR Office. This marked a significant step forward in ensuring transparency and compliance within the organization. The secretariat played an instrumental role in revising and updating several vital documents, including the AMS Constitution, Assembly policy, Awards policy, Clubs policy, Elections Policy, and the Non-Academic Misconduct Policy. These updates were crucial in maintaining a well-structured and effective governance system.

## **PEACH MARKET**

Continued dedication to addressing food insecurity within the community is evident through the launch of the PEACH Market, a successful collaboration between the AMS Food Bank and University Hospitality and Ancillary Services. This pay-what-you-can café, located in the New Medical Building, has served an impressive 4969 meals over seven months since its inception, making signif-

icant strides in tackling the issue of food insecurity in the Queen's community. The AMS successfully raised funds from the University Board of Trustees and University Council to support this initiative and increased the Foodbank student fee through the winter referendum. They also advocated to various bodies about the rising cost of food and the need for support.

## **MARKETING**

Within the Marketing Office, a substantial increase in funding allowed the AMS to embark on new visionary projects, redefining how the AMS connects with the Queen's community. This transformation extended to the AMS brand, resulting in a complete reimagination. The AMS unveiled a fresh logo, adopted new fonts, and placed a significant emphasis on accessibility, making it a focal point of their approach. To maintain a consistent and cohesive identity, a visual identity standards guide was meticulously created. Additionally, the AMS expanded its marketing department by bringing in a new permanent staff member, who was instrumental in supporting a comprehensive overhaul of AMS related websites. Moreover, this period saw the revision and launch of multiple services websites, enhancing the overall digital presence of the





## **STUDENT AND COMMUNITY ENGAGEMENT**

The AMS hosted and attended numerous in-person events, such as Orientation Week activities, a highly successful orientation concert featuring Yung Gravy, and the inaugural *Friends of the AMS* event. This event brought together university administration, staff, and student leaders to promote community engagement.

Furthermore, the AMS was pivotal in hosting the largest convocation at Queen's University, held at the Leon's Centre. They also introduced a convocation fair outside Ontario Hall, providing students with the opportunity to take pictures and learn more about the AMS and the university.

Within community outreach, the AMS collaborated with various local organizations, including the Kingston Frontenacs, to raise funds for the Foodbank and promote community engagement. The AMS worked with the Kingston Police on messaging for events like Homecoming and St. Patrick's Day, focusing on harm reduction to contribute to safer and more responsible student activities. They also partnered with community stakeholders, such as St. Vincent de Paul and

Queen's University, for the year-end move-out event, emphasizing their commitment to actively participating in the Kingston community.

## **ADVOCACY WORK**

The AMS advocated for menstrual product accessibility on campus, initiating the "Take One, Leave One" campaign. They provided menstrual products in ten (10) AMS bathrooms, including those in the Queen's Centre, Rideau Restrooms, Journal House, and LaSalle Restrooms. This initiative began in the 2019-2020 academic year and continued to expand, intending to ensure that individuals within the Queen's community have secure and convenient access to menstrual products. Through discussions with Queen's University, the AMS advocated for installing three coinless menstrual product dispensers in the ARC, further enhancing accessibility.

Furthermore, advocacy on sessional dates was brought to the University Senate and appropriate subcommittees for further discussion to align with the needs of students. The AMS also collaborated with the International Programs Office to organize the NEWTS Winter Orientation, broadening its reach and inclusivity.



# Executive Overview Action

## **ORT SUMMIT**

The AMS's efforts in Orientation were determined to promote adaptability and innovation. With the return of in-person Orientation, new challenges arose, prompting a re-evaluation of Orientation practices and procedures. To enhance communication and transparency, the AMS hosted the first-ever Orientation Summit in November, bringing together student leaders to discuss past Orientation events and explore ways to improve future practices. Following the summit, the AMS initiated creating a new budget for ORT 2023-24, consulting with Faculty Societies throughout the budgeting process. The commitment to collaboration and communication allowed for critical feedback from stakeholders and further engagement with Faculty Societies on budget allocations.

## **RESTRUCTURING WITHIN AMS**

The AMS sought to expand its Commissions to serve the student body better as they transitioned back to in-person operations. This expansion involved the hiring of new positions within various Commissions, thus enhancing efficiency and service to clubs and campus groups. The Campus Affairs Commission appointed a new Event Approvals Assistant Manager to streamline the approval process. The Commission of Environmental Sustainability added an Assistant Manager position, allowing the Commissioner to pursue more extensive projects. The Social Issues Commission was divided to increase the focus on equity work within the organization. Collaboration was another critical avenue of expansion, with the Commissions working on joint projects, leading to new events and projects that broadened advocacy on campus. Additionally, the AMS embarked on the creation of the AMS Media Centre (AMC), a new service designed to provide one-stop shopping for media products and continue to provide experiential learning and jobs for students by merging StudioQ and the Printing and Copy Centre (P&CC). ETC hired the first AMC Project Manager, with the AMC launch scheduled for the fall of 2024 in the new JDUC.





## NOTABLE ACHIEVEMENTS

The AMS witnessed a two-way contested election, demonstrating a highly engaged student body. Active participation in Assembly governance remained consistent throughout the year. The AMS executive was involved in the hiring process for the new Provost, and its presence on the principalship review committee showcased its commitment to ensuring the best interests of students were represented. Moreover, the AMS actively represented student interests at the University Senate, participating in various subcommittees and committees. Their discussions encompassed various issues, including educational equity and academic procedures.

# Report

# Board of Directors

## **The Board of Directors of the Alma Mater Society of Queen's University Incorporated (AMS Inc.)**

The AMS Board of Directors provides oversight to the management of the affairs of the Corporation. The Board exists to serve three key roles: financial, human capital, and strategic oversight.

The Board of Directors is composed of six Student Directors and four Non-Student (Community) Directors elected by Shareholders at Corporate General Meetings. In addition to the ten (10) directors, the AMS Executive

and the General Manager (observer) also sit on the Board. The Board meets monthly to review committee recommendations and to discuss business pertaining to the AMS Incorporated.

A top priority for this Board was the merger of the Printing & Copy Centre and StudioQ. The Board hired a Project Manager to oversee this merger, who presented several critical motions to ensure the merger would be successfully completed for the new service's start-up in May 2024. The Board of Directors approved the branding of the new service, which was named the AMS Media Centre.







## BOARD ACCOMPLISHMENTS

- Several capital expenditures throughout the year were approved for long-term investments in our services. The investments help us better serve students and the Corporation.
- The outdated Employee Policy was broken down into standalone policies that were written to promote readability and accessibility. In addition, the Standards of Performance document was created and is circulated to all staff upon hire. This comprehensive document summarizes each individual policy and helps employees understand what is expected of them.
- The first ever Senior Management Conference was held, through which a professional development session was provided to our Student Leaders. At this conference, the Senior Managers were able to reflect on how successful they were in achieving their goals for the year and work on their transition plans for the incoming team.
- A new Risk Register was developed that is used to manage the risks taken on by the Corporation. This new register allows for the senior team to more effectively know which risks they own and is built with an annual review process which forces critical analysis on effective risk management.
- The Corporate By-Laws were updated and approved by the Corporation at the Corporate Annual General Meeting. These updates were made to reflect the updated Not-for-Profit Corporations Act, as legislated by the Provincial Government. Our updated By-Laws help ensure we are practicing good governance on behalf of the Corporation.



# Report Assembly

The Assembly is the highest governing body of the Alma Mater Society. It is comprised of representatives from all Undergraduate Faculty Societies and other interest groups, including the Board of Directors, Rector, Student Senate Caucus and Undergraduate Trustee. Assembly fulfils its mandate by debating motions, asking questions of elected student leaders and reviewing recommendations submitted by the Executive, AMS Senior Management, and Faculty Society Executives. The Assembly is constitutionally empowered to direct the Executives, Commissioners, and the Secretariat to conduct their responsibilities in the student body's best interest. All AMS members are welcome and encouraged to attend the Assembly. This system facilitates the democratic involvement of all AMS students in their governance.

All AMS members are encouraged to attend the monthly Assembly meetings. 2022-23, the Assembly had fully returned to in-person meetings! Some major undertakings at Assembly include several major policy overhauls, including those done to the Constitution, and updates that refined how the AMS operates. A comprehensive Awards policy was also established to create a centralized

resource for information about the various awards offered by the AMS. Furthermore, several clubs were ratified, and many student fees were established and successfully updated.

## **Highlights of the Assembly 2022-2023:**

- Created an accessible how-to-assemble guide featuring the history of AMS Assembly, how to develop motions, how to debate, and detailed profiles and contact information of Assembly members to be available to students.
- Successfully made the return to in-person Assembly following the pandemic.
- Increased voter turnout from the previous year by over 50%.
- Held giveaways during elections, which included several prizes, including gift cards and Apple AirPods.
- Held a \$500 giveaway to charity on behalf of the Faculty Society with the highest voter turnout.
- Incentivized voters by providing a voucher for a drink at Common Ground.





- Partnered with the Marketing Office to advertise for elections, resulting in an increased voter turnout.
- Two-way contested election, which demonstrates increased student desire to participate in student politics.
- Added seats to the Assembly for the Health Sciences Society.
- Validated election and referenda questions for candidates and student fees.
- Ratified students to different positions within the AMS and the Judicial Affairs Office to provide accountability to the Assembly.
- Through advocacy with the Non-Academic Misconduct Office, the Judicial Affairs Office saw an increase of cases.
- Approved budgets and goal plans for AMS Commissions, Orientation Roundtable, and Secretary of Internal Affairs.
- Approved election budgets and requirements.
- Updated several policies, including the AMS Constitution, the Elections policy, the Assembly policy, the Policy Infringement Protocol Policy, the Procedures Policy, and the Principles and Positions Policy.
- Changed the formatting on the above policies to be accessible and consistent, which was approved by Assembly.
- Launched an accessible how-to-run guide for AMS Elections.
- Approved the restructuring of the Internal Affairs Office to include a waged Marketing Deputy and waged Assembly scribe, as well as made some positions honoraria positions.
- Established and worked on the Awards policy.
- Utilized the new position of Research and Policy Analyst to assist with policies.
- An increased presence of members at large at Assembly, where there were several discussions.

# Report Offices

The six AMS Offices support the activities of all students presently involved with the AMS as well as those looking to get involved. Directors work closely with the Executive, Commissioners, and Service Managers to ensure that the day-to-day operations of the AMS run smoothly and are accessible to all students. They also work toward strengthening the organizational and reputational standing of student leadership.



## **The Human Resources (HR) Office**

The Human Resources (HR) Office is responsible for ensuring that all AMS members receive equitable access to employment and volunteer opportunities within the AMS and that the experience is safe, productive, and welcoming for all. The HRO works to ensure that all AMS Services, Offices, and Commissions comply with AMS Policies and Procedures and oversees the recruitment, training, discipline, evaluation, and appreciation procedures for employees and volunteers.

This year, the HRO was able to celebrate several successes. We saw many benefits from the department restructuring that occurred in 2021-22. Most notably, the organizations confidence through having the Talent Acquisitions Manager at the Assistant Manager level starting in May versus September. Due to issues encountered with hiring last year, we could seamlessly pick up where we left off in April and continue hiring throughout the summer. Through a combination of editing existing as well as the adoption of several new policies, we approved a total of 28 Human Resource Policies. We completed the Standards of Performance document that contains summaries of each policy, allowing for an accessible resource for all staff and a quick signoff for onboarding purposes. We were also able to partner with the StudioQ team in creating a step-by-step directional video for all new hires, introducing them to the document and explaining how to utilize it. We partnered with the HRDownloads team to add all these tools to our HRIS system and allow for even greater ease of access for all staff. Adding all these resources enables the AMS to utilize the investment made in HR-downloads, completing the task of transitioning to a paperless department by updating





the existing records system and ensuring reinforcement of all HR Policies. This year, the HRO will shift its focus to creating a department/position-based curriculum, meaning all staff will have set training/potential certificate work that will be assigned to them based on their position and will be a planned approach to an overall growth and development program spanning across the entire term. We will be rewriting all job descriptions for all positions and starting to look at other HR related processes that require updating, as well as taking a closer look at hiring documents and procedures to ensure a more equitable and comfortable hiring process for all potential staff. We aim to have all of these initiatives up and running by May 2024.



### **The Internal Affairs Office (IAO)**

The Internal Affairs Office (IAO) oversees

the governance of the Society and assists with many background functions of the AMS. These include Elections, Referenda, Assembly, the Board of Directors, Judicial Affairs, and Policy. Ultimately, the main goal of the Office is to ensure the continual prosperity of the Society via contested elections and updates to policy that modernize the Society and retain an institutional memory.

This year has been incredibly successful, with a contested elections process full of engagement, abundant policy updates, growth in the Judicial Affairs Office, and many fees up for referenda. 2022-23 was host to a significant increase in Non-Academic Misconduct cases coming to the Judicial Affairs Office. We updated numerous policies, including several major overhauls. The most significant update was to the Constitution, with over 3400 changes on its working file. 22-23 was a highly contested election year, with two teams competing for the Executive positions. We also had numerous Student Activity Fees passing from a variety of clubs.

Learning from this year, we have moved forward with several restructuring points for the following year. Now, the Elections Deputy

# Report Offices

(Marketing) will be a waged staff directly under the Secretariat known as the Marketing Deputy. Both the Chief Electoral Officer and Judicial Affairs Manager will start their terms in the summer at reduced hours so they can prepare for the school year. The Secretariat's winter hours have increased to 40 hours a week, and the Speaker position became honorarium-eligible rather than a volunteer. The Judicial Clerk has also shifted from honorarium to waged.

The Office created the AMS Governance social media account to create increased transparency in the governance of the AMS. To streamline the process of elections and increase engagement, the IAO released accessible documents containing information on How to Run (elections), How to Assembly (AMS Assembly) and the first iteration of the Annual General Meeting Report outlining Assembly accomplishments. The Office was also involved in Queen's University committees, such as the Policy Advisory Subcommittee and Committee on Academic Integrity, to advocate for students. Lastly, the Office continued to fulfil its mandate of being the corporate Secretary of the Board of Directors.



## **The Marketing Office**

The Marketing Office aims to promote AMS initiatives, opportunities, and services by establishing various channels to engage students with the AMS by running multiple media campaigns and providing resources to services, clubs, and societies to assist in social media and event promotion. The Marketing Office works towards helping students connect with their student government and the opportunities that exist. The Marketing Office is also responsible for monitoring the AMS's brand awareness, the supervision and creation of AMS digital media content, and interacting with the student body.

The Marketing Office focused on three goals this year: to consider the undergraduate student population, internal dynamics between departments, and within the Marketing team itself.





The first goal was to increase student engagement with and positive perception of the AMS by building a recognizable and dependable brand that is professional and personable. This was the most considerable undertaking and encompassed launching five new websites, updating 18 logos, creating a new video campaign, AMS Asks U, which gained over 160 thousand views, diversifying marketing strategies beyond social media with more in-person and print marketing, and overhauling the brand guide. Instagram has been our most active platform, which gained 1000 followers and increased engagement by 4.3%, reaching over 61 thousand accounts.

The second goal was strengthening internal relationships at the AMS. This was accomplished by re-introducing Marketing Caucus, providing interested students with learning opportunities through tutorials and feedback, and collaborating with the Commissioners to support small and large initiatives.

The third goal was to foster a sustainable Marketing Office environment. We saw the addition of a Social Media Supervisor position, increased the Graphic Design Staff po-

sition term to twelve (12) months, and hired a permanent staff member Marketing Officer. There was a significant focus on building up media bank content and improving the outdated transition materials.

The Marketing Office had a successful year with a considerable deal of progress and very few unmanageable obstacles. While Marketing Caucus was a success, it can be improved with more collaboration.



### **The Communications Office**

The Communications Office strives to serve the student body and ensure consistent, effective two-way flow of information between the AMS and the students. With a goal to establish and maintain a consistent perception of the AMS, the Communications Office

# Report Offices

provides resources for services, clubs, and Faculty Societies to assist in event promotion, information campaigns, and media relations. The Communications Office manages all public relations for the organization and oversees the creation of all AMS publications to ensure that the student body is informed and engaged in AMS events, initiatives, referendums, and more.

This past year, the Communications Office was able to successfully engage students in various events, initiatives, opportunities and more through monthly newsletters and promotional campaigns over social media platforms. Furthermore, the Communications Office worked closely with the Queen's University Integrated Communications team to facilitate a safe Homecoming and St. Patrick's Day to inform students of available resources and harm reduction practices. A project of special note in collaboration with the Marketing Office was the updating of the old Communications Guide, which is now called the Brand and Communications Guide. During the year, the Communications Office had difficulty keeping uniformity throughout the organization in terms of brand perception and media standards. Through this updated

guide, the Communications Office hopes to streamline consistent and effective communications strategies and procedures AMS-wide.



## **The Information Technology (IT) Office**

The IT Office works to provide and maintain the IT infrastructure, security, and support services to the AMS and its stakeholders. These services come in the form of both individual department plans and consultation on other stakeholder initiatives that require an IT component. The IT Office operates internally to support Corporate Services, Offices, and Commissions by driving secure, efficient technologies to increase productivity, provide a strong return on investment, and ensure readily available access to tools required for all students and staff. Improvements in the





form of streamlining key cloud platforms for more consolidated management, further development of our Microsoft Dynamics platform, and Power Bi reporting capabilities. Improvements have been made to the IT Ticketing Platform and there has been further development and improvement to our Remote/Remediation (RMM) Software stack. Topology design for upcoming upgrades to our core Firewalls are completed and ready for 2023-24 deployment.

Security improvements have been made to our Next Generation AV (NGAV), and a multifactor authentication system is fully implemented and in production. We continue to bolster our security in Microsoft cloud platforms by implementing new best practices as they become available. A significant win for this year was also converting all our outdated websites to the latest WordPress Engine and retiring our old servers.

Support improvements and updates to the new helpdesk system continue to streamline support further. The helpdesk has received a new submission portal overhaul, making ticket processing more accessible. We continue to expand the helpdesk capabilities

and are capturing new categories of IT related issues each quarter. We continue to update and strengthen these categories for analytics purposes.

Management and administrative improvements to our Remote platform allows us to combine what we used to do with 3 different interfaces into one. The core theme for 2022-23 has been consolidation. We acknowledge that although various tools have their merits, there is a persistent challenge in integrating them seamlessly to achieve a “single pane of glass”. However, we have completed this objective with several of our fundamental IT platforms, and we are also currently working on enhancing our Microsoft Dynamics modules to enable more efficient financial reporting, processing, and, ultimately, inventory/POS management. While this feat (regarding Dynamics) doesn’t fall on IT alone by any stretch, as there has been coordination with the Operations and Accounting teams, we continue to act as a major contributing stakeholder to bolster functionality that will eventually transform the AMS for the better.

# Report Offices



## **The Student Life Centre (SLC)**

The SLC is the heart of student life on campus. It is comprised of several buildings with numerous spaces, services, and resources dedicated to enhancing the quality of student and campus life at Queen's. The SLC provides access to exclusive areas for societies and clubs, bookable spaces for meetings and performances, and public spaces for a wide range of student and community uses.

In the 2022-2023 academic term, the SLC completed many of its varied initiatives and projects. Over the summer and fall terms, the SLC was able to successfully extend its space offerings to include the Rideau Building and organized the Rideau Building grand opening celebration for both staff and students. In the winter, the SLC organized its very first student-run business market,

which featured various local and student-run businesses operating in and around the Kingston community. This project was a natural continuation of the SLC's summer, fall, and winter giveaway series, which featured over 30 local and student-run businesses in total.

This year, the SLC also reworked its pricing rates to allow for greater financial accessibility of its service offerings. Alongside its collaborations with other AMS services, the SLC hosted its own exam care station in the Queen's Centre. Moving forward, the SLC aims to continue its celebration of local and student-run businesses and further the financial accessibility of its service within the Queen's community.







# Report Commissions

The core components of the Government side of the AMS are the five Commissions that work to enhance student life and advocate on behalf of Queen's students to the University, the City of Kingston, and the Provincial Government on student issues. There is a wide range of work and volunteer opportunities available within each of the Commissions.



## **The Commission of External Affairs (CEA)**

The CEA plays a crucial role in connecting Queen's student populations to a quality post-secondary education through lobbying that runs external to the AMS. The CEA is responsible for external student advocacy within the University on academic and housing issues and externally to maintain relations with the municipal, provincial, and federal governments. The Commission also contains the Academic Grievance Centre (AGC) and Housing Resource Centre (HRC), providing peer support for academic and

housing-related issues.

Transitioning from a hybrid year, this year the External Affairs Commission worked to promote topics around harm reduction, issues around housing, working and maintaining relations with OUSA and UCRU, promoting the Get Out to Vote campaign, Sexual Violence Prevention and Response (SVPR), and creating the CEA Instagram account.

Firstly, this year, the CEA was successful in collaborating with the Campus Affairs Commission to increase harm reduction efforts on Homecoming and St. Patrick's Day through the addition of food trucks and a rest station consisting of accessible snacks and Gatorade. They also host the clean-up to take place after the events of homecoming.

Secondly, the Commission, in collaboration with the HRC service, put considerable effort into advocating for the housing issues that students in the city face. This advocacy occurred through hosting the housing resource fair with external housing partners to promote resources for safe and affordable housing in Kingston.





Third, we improved lobbying efforts between our Provincial and Federal lobbying groups OUSA and UCRU. This year, the Commission co-wrote a policy paper on Teaching and Assessment to bring forth to the provincial government by hosting the General Assembly, which was approved. The General Assembly took place all around campus, with plenary ending at City Hall, where over 70 delegates were present from universities all over Ontario.

Fourth, we had a few campaigns surrounding the Get Out to Vote for the municipal election. We provided boothing, information and resources to inform students on how they are voting members. We also hosted a debate between the candidates of the Mayoral election and the councillors from Williamsville and Sydenham for students to attend to gain more information on who they are voting for. Finally, the Commission created its social media account this year to be transparent about what the CEA does, allowing us to promote what the External Affairs Commission does to the Queen's community and market the events we put on this year. We have seen significant success in its ini-

tial launch and look forward to seeing how it grows in future years.



### The Clubs Commission

The Clubs Commission oversees the operations, ratification, and regulation of all AMS clubs on campus. Accomplishments this year include the return of the in-person Tricolour Open House, the institution of the New Clubs Tricolour Open House, and the creation and distribution of the Clubs Almanac (a physical Club Directory for first years). Several projects are on track to be completed by the end of the year, including the return of the Clubs Compass, the creation of a new club database system, and the Club Awards.

# Report

# Commissions



## **The Social Issues Commission (SIC)**

SIC aims to address equity issues, facilitate dialogue, and promote social justice in the Queen's community. The SIC seeks to serve and provide students with resources and education, as well as offer an open, safe space for those who face oppression and their allies. By fostering close ties with various student groups and the Queen's administration, the SIC aims to leverage its access to the Queen's administration to hold the University accountable and eliminate marginalization on campus. In 2022-2023, the single commissioner position was divided into two roles: the Social Issues Commissioner (Internal) and the Social Issues Commissioner (External). The restructuring of the positions has allowed the Commission to expand and represent a broader range of students.

On the internal side of the Commission, the SIC successfully hosted two in-person Equi-

ty Town Halls, the first time this event was held in person. There was the creation of the Equity Clubs Caucus, where clubs that self-identify as an equity club could participate. SIC created the Caucus to encourage collaboration between clubs and allow clubs the opportunity to advocate to the AMS.

Similar to the Equity Club's Caucus, the SIC also continued the Equity Caucus, where equity representatives from all faculties can come together to discuss their projects. This year, *Collective Reflections*, the anti-oppression publication under the SIC, had its largest edition to date. With just over 100 submissions, the publication was highly successful. Along with the submissions, *Collective Reflections* also launched their photoshoot series, which allowed equity-deserving students the opportunity to model in a safe environment. Continuing to advocate for students, the SIC sat on various university committees such as UCARE, the SVPRS Education Committee, the SVPR Task Force, the Task Force on Street Parties, and various other sub-committees.

Lastly, under the SIC (Internal), the Indigenous Initiatives Coordinator worked to cre-





ate an equity calendar for the website, created pamphlets for Indigenous students about resources on campus and researched Indigeneity books to add to the Equity Library. Similar to the Indigenous Initiatives Coordinator, the position of Black Initiatives Coordinator is also being proposed. .

On the external side of the Commission, the SIC worked to continue existing initiatives such as Queer Prom, as well as re-evaluating the processes and policies of different Equity Grants. The SIC was also able to reinvigorate its relationships on campus through new initiatives such as organizing the new Indigenous Student Support Alliance, launching the Braille Labelling Program, holding the new Financial Literacy Workshop for BIPOC and/or First Gen students, starting three social media campaigns, launching the SIC Event Certificates program, and collaborating with Hillel Queens on Holocaust Education Week. It has been a pillar of the Commission to improve student advocacy and amplify student voices of their equity related concerns, suggestions, and needs. SIC has worked towards this by enhancing our social media and website engagement, equity library usage, and lobbying student concerns through forms,

town halls, and caucuses.



### **The Campus Affairs Commission (CAC)**

CAC is an advocacy-based commission focusing on and overseeing various projects that include Orientation Week (through Orientation Roundtable), NEWTS (New, Exchange, Worldly, Transfer Students) Orientation, Sponsorships and Special Projects, and an International Affairs Deputy.

This year, the Campus Affairs Commission worked further to solidify its mandate since its transition from Campus “Activities” Commission three years ago. With a change to the Events Approval Process, the AMS can increase the support for student-run events. Through Orientation Roundtable, we worked with the Student Experience Office in planning and executing the first entirely in-person Orientation in two years. The CAC also implemented various automations for the existing Event Review and Approvals process to better the workflow and communication

# Report

# Commissions

to event organizers and other campus stakeholders, such as Athletics & Recreation.



## **The Commission of Environmental Sustainability (CES)**

CES aims to implement advocacy, projects, policy, and education both internally and externally to the AMS related to sustainability and actions to fight climate change. The CES strives to meet the sustainable needs of the University while working closely with students, stakeholders, and university officials to collaborate on sustainable projects and initiatives.

This year, the CES was able to create new projects and continue forward with previous initiatives. Significant accomplishments include launching the first Sustainability Hub in March, creating the Lettuce Love Garden, which provided produce for the AMS Food Bank and setting up a storefront with regular hours and pop-ups for the Collective Closet.





# Report Services

All AMS Services are entirely student-run and dedicated to providing affordable products and services in a safe, student-friendly environment. Student employees and volunteers work hard to bring on-campus resources to those who need them.



## **Common Ground Coffeehouse**

Common Ground is an AMS service that is run by students, for students. Common Ground offers a wide variety of espresso-based drinks, iced drinks, bagels and cream cheese, sandwiches, premades, and baked goods. Not only is Common Ground a delicious option for breakfast, lunch, or dinner, it is a wonderful place to hang out with friends between classes or meet up for study sessions. Common Ground's atmosphere attracts a great mix of Queen's students, and the smiling staff with outstanding customer service will keep everyone coming back for more.

During the 2022-2023, Common Ground adjusted staff schedules multiple times to best cater to the demands of our customers. The Head Manager and Staff Relations Assistant Manager gathered data about busy customer times to ensure that our staffing can be as efficient and effective as possible, as rush times change throughout the year. Common Ground underwent a lounge revitalization this year, which included bringing more couches into the lounge, purchasing fake plants, stringing up warm lighting around the lounge, and creating a reading nook. Events such as open mic nights have also been introduced this year, significantly increasing lounge use and evening sales. Additionally, we switched coffee providers and now purchase Van Houtte coffee. This has helped change the prior perception that Common Ground did not serve drip coffee and has dramatically increased our coffee sales. We also had an increase in manager on duty (MOD) efficiency, achieved by in-store focused training, allowing our MODs to quickly learn how to keep our store stocked and running smoothly, positively impacting sales.

This year, Common Ground experienced





elevated levels of theft of plates and mugs. This combined with the rising cost of goods, left us unable to order more reusable plates and mugs to provide customers with for-here options instead of all compostable to-go options.

Additionally, our primary food distributor, GFS, raised prices on almost every item we order for the store. This meant that we had to not only raise prices by a small amount but also incur a higher COGS than in other years. Finally, programs such as the HuskeeKup program did not gain momentum at Common Ground this year. The usage of HuskeeKups has declined since the program was introduced to the store in 2019.



### **The Printing and Copy Centre (P&CC)**

P&CC aims to improve marketing through the development of an outreach program, promoting and improving the distribution of course pack sales, refine and develop

training methods, and primarily focus on waste management to reduce operational costs moving forward. The merger between the Printing & Copy Centre and StudioQ hopes to continue to facilitate and foster a one-stop shop for students that combines both the services of the Printing and Copy Centre and StudioQ. Therefore, we are actively looking into initiatives that can streamline both services.

Due to a shift from printed materials to digital materials, P&CC has been faced with a decline in revenue. Therefore, remaining relevant among students and the Kingston community is the service's largest challenge. Waste management and sustainability have been a challenge given we are a print shop; however, this year's team has worked to improve operational efficiency to reduce the overall waste produced by the service. For example, implementing new and stronger training strategies to mitigate the learning curve of hiring new staff, or replacing old and outdated materials within the service, such as Ricky Blade. Waste management strategies must continue to be developed in the coming years.

# Report Services



P&CC did not have a full-time manager this past year, which put a strain on the service at times. The ability to innovate and improve aspects of the service could have been more feasible with a full-time manager on staff.



## **The Housing Resource Centre (HRC)**

The Housing Resource Centre (HRC) offers support for students who are experiencing a conflict with a landlord or housemate in a safe and confidential space. Housing Resource Centre is a resource-based service that helps facilitate housing-related information and offers peer support to students. Trained student volunteers are available to answer questions and provide information on property standards, leases, tenant rights, house hunting, home security, and more. This year, HRC hosted the annual Housing Resource Fair that reached 500+ attendees and ran the Holiday House Check program

that serviced 80+ units in preventing break-ins during the winter break. Returning to in-person operation, HRC needed more staff to host consistent office hours to provide students with drop-in peer support. Moreover, student awareness surrounding service usage has decreased as during the pandemic, HRC was on hiatus, prompting restructuring of service delivery methods, including office hours and distribution of housing-related information. Therefore, HRC has taken a more digital approach by transforming our door-to-door literacy drop for the Proactive Property Standards Program (PPSP) in collaboration with the City of Kingston to add an online infographic for better accessibility of the information.

Additionally, HRC has decided to bring back the Golden Key Award to provide students with an opportunity to give feedback on housing and increase landlord accountability by highlighting student-voted good landlords. HRC has benefited from forming solid relations with the University's Off-Campus Living Advisor, Adam King, and entering conversations with landlords that have many student tenants to understand areas of housing issues that can be addressed by





students and areas that require multi-level efforts.



### **The Peer Support Centre (PSC)**

The Peer Support Centre (PSC) provides students at Queen's University with confidential, non-judgemental, empathetic peer-based support, including resource referrals and practical assistance on a drop-in basis. The PSC also contributes to developing a supportive and inclusive campus environment within the Centre and externally through outreach and marketing campaigns.

This year, the PSC had the pleasure of opening in-person services in the Rideau Building while maintaining an online option to ensure accessibility for all students.

In collaboration with Student Wellness Services and the Health Promotions Hub, a secondary location was also opened in Mitchell Hall to increase the availability and convenience of peer support across campus.

Regarding outreach initiatives, the PSC hosted two successful campaign weeks to promote peer support and self-care through various events, giveaways, and media efforts. The PSC was also called on to provide trigger warning support to various on-campus events.

Additionally, this year brought significant growth and engagement with Queers4Peers and BIPOC Talk, two branches of the PSC. Queers4Peers formally launched its peer support service, hosted several unique events, including weekly hangout sessions to foster connections between queer-identifying students, and organized Queer Prom. BIPOC Talk also increased its offerings with many community-building events and collaborations with organizations such as the SHIFT Project and Yellow House. Overall, the PSC is thrilled to continue engaging students and promoting mental health next year.

# Report Services



## Tricolour Outlet

The Tricolour Outlet strives to foster a sense of school spirit amongst students, alumni, and their families by providing affordable products and services for all customers. Tricolour is a student-run retail service committed to serving the Queen's community by providing students the opportunity to work part-time in an inclusive and professional environment. We work with different organizations on campus and in the Kingston community to help them create custom goods to be used for conferences, staff appreciation, kept as mementos, etc.

This past year, Tricolour Outlet reintroduced the Tricolour Express, a bus service previously suspended in 2020. This service allows Queen's Students to travel with

Megabus/Coach Canada directly to and from campus, with stops in Toronto, Ottawa, and Montreal. In addition, Tricolour Outlet successfully relocated to the Rideau Building at the end of September after being housed in the Queen's Centre for the entirety of the summer, allowing the management team to revamp the aesthetic of the store to match the changed branding of Tricolour Outlet.



## The Academic Grievance Centre (AGC)

A branch of the CEA, supports students through the Academic Grievance Process to ensure a transparent, open system of academic support at the institution. During the 2022-2023 academic year, the AGC continued to re-establish its in-person, on-campus role during its first year without COVID-19 restrictions to provide critical academic resources to students. By providing opportunities for office hours, both in online and in-person formats, the AGC has increased engagement with post-secondary students and increased its broader reach during the academic year.





## Walkhome

The Walkhome mandate is to increase further the accessibility and the safety of Queen's Campus and surrounding vicinity for students, faculty, and staff. Walkhome offers Queen's community members the option of being safely and comfortably accompanied when walking while providing an inclusive, enjoyable, and anti-oppressive environment for patrons and staff.

This year, Walkhome successfully collaborated with TRO to develop "Walk Home Safe" hoodies. We ordered 120 sweaters and have sold almost half of them. We have raised approximately \$450 for charity; proceeds were donated to Roots & Wings Kingston and the AMS Food Bank. Walkhome has significantly increased its walk numbers this year compared to last. This year, we saw an increase in receiving requests for ten (10) walks or more a night! Additionally, Walkhome participated in

multiple Orientation events that successfully bolstered engagement with the student community, including Queen's in the Park, ASUS Sidewalk Sale, etc.

Walkhome established a second kiosk on West Campus (Westhome) that has been operating since October. Unfortunately, it did not receive high engagement from the student population, with less than five walks a month. With our new location in the ARC, Walkhome has experienced more encounters with the Kingston community, including interactions with questionable or threatening individuals. The open nature of the Walkhome desk offers little protection to staff late at night, and this has slightly compromised staff safety/comfortability on some occasions.

Concerning restructuring, it is recommended that the Westhome project be terminated for the 2023-2024 academic year. Unless the incoming team makes plans for enhanced advertising, the student community has demonstrated a limited need for this project.

# Report Services



## StudioQ

StudioQ is one of the most prominent students operated creative media agencies in Canada, operating under the Alma Mater Society of Queen's University. We offer student organizations and local businesses professional quality services including videography, photography, graphic design, and publications. In addition, StudioQ provides students with services, including the Tricolour yearbook, the StudioQ Agenda, and the facilitation of Hood and Gown distribution at Queen's Convocations.

Cumulating the 2022 – 2023 term, StudioQ has lots to celebrate as we continue to find more ways to support Queen's students and the surrounding community. The acquisition of new equipment at the beginning of the year placed StudioQ in a position to increase the variety of services offered while simultaneously improving the production value of existing services.

Following this, a monumental goal that StudioQ was successful in achieving this year was to better support and collaborate with our surrounding community partners, both within and external to Queen's University. Finally, StudioQ was proud to play a critical role in the largest Convocation celebration hosted by Queen's University, successfully distributing Hoods and Gowns to the 2020, 2021, and 2022 graduating classes over the course of three events.

The challenge StudioQ encountered this year has been in the forecasting of service demands and consequently ensuring the proper capacity to meet these needs. StudioQ has successfully facilitated the needs of students and community members; internally, an unequal distribution of work amongst our portfolios has revealed trends not previously experienced, providing valuable insight for the service moving into the 2023 – 2024 term.





### **The AMS Food Bank**

The Food Bank serves a confidential and non-judgmental food service to members of the Queen's community in the most comfortable environment possible. The AMS Food Bank provides a reliable and confidential service to ensure that Queen's students and postdocs can be healthy and productive while pursuing academic achievement. We also seek to address the underlying causes of poverty to alleviate and eliminate food insecurity among Queen's community members. The Food Bank also works closely with other food-focused organizations in the Queen's and Kingston community to provide alternative forms to address food insecurity on Queen's campus.

In the year 2022-2023, the Food Bank achieved many accomplishments. With the expansion of our management team, we were able to expand the service in numerous

ways. The first being the PEACH Market. Opening and operating the PEACH Market in collaboration with Queen's Event Services was a huge accomplishment this year as it provided healthy and nutritious meals during the day to Queen's students at little to no cost. The AMS Food Bank also received approximately \$13,000 in monetary and food donations this year. In previous years, there were very few donation opportunities with the pandemic, so this year's contributions were fantastic. Lastly, we have strengthened our partnerships with Queen's University and Kingston community partners such as Queen's Hospitality, FryWay Kingston, Grant's No Frills and KCHC/United Way Good Food Box Program.

The AMS Food Bank successfully moved twice since the closure of the JDUC, but it did come with some challenges. The relocation of the Food Bank was difficult to communicate with all patrons and posed barriers to access. We tried to mitigate these barriers through emails, signs, and social media.

We look forward to being in Rideau next year so that all patrons know how and where to access the AMS Food Bank.

# Report Services



## Queen's StuCons (QSC)

QSC is committed to servicing and promoting a safe student experience through campus events and activities. The QSC is a student security service run by students, for students, approaching the running of the service through our professional and inclusive peer-to-peer security services. This year, the QSC worked on rebranding, new logos, uniforms, and approaches to event staffing and services. This past year, the QSC partnered with the CAC to streamline the event approval process and work to staff and service as many student club events as possible. Working with limited numbers of staff and low engagement with the student body, the QSC has been working to boost engagement and become a more approachable and accessible service for the Queen's student

community. Moving forward, the service is striving to continue positive engagement with students, boost staff numbers, and make the service accessible through specialized rates and services to student groups.



## The Journal

The Journal aims to inform the Queen's community, as an independent body, with an accurate account of news and events of journalistic interest and to provide an educational experience for students interested in the fields of journalism—writing, editing, photography, graphic design, business, print production and management.

This year, The Journal succeeded in re-establishing the SGPS student fee for the subsequent three volumes, which should bring in an estimated seventeen





to twenty thousand in revenue.

The Journal established the BIPOC Contributor Pool to compensate BIPOC contributors throughout the year for their work. While it took some time to get going, we had an increase in engagement during the winter semester. Additionally, The Journal fostered a positive and enjoyable work environment where much of our staff was highly engaged throughout the year.

A challenge The Journal faced during 2022-2023 was engagement with our business staff as communication between the editorial and business side needed to be improved, and we underwent some turnover throughout the year in our Sales Representatives positions. We also struggled with turnover and engagement with our staff working as members of the BIPOC Advisory Board, as this position can feel somewhat distant from the rest of the editorial staff, given the

sporadic nature of the work.

Since being approved by the AMS Board of Directors, The Journal added a new section, which will debut in Volume 151: Business, Science, and Technology. One honorarium-eligible volunteer will run this section.

# Awards & Bursaries

### **The Agnes Benidickson Bursary**

An endowed fund established in 1998 by the AMS in honour of the Chancellor Emeritus, Agnes Benidickson. Funds have been donated through student activity fees and raised through Project Millennium. Awarded to an undergraduate student in financial need in any year of any faculty or school at Queen's. Fifteen (15) recipients shared in the total of \$67,100 disbursed, ranging in awards from \$1,566 - \$7,395, leaving a balance of \$56 in the income account. The market value of the capital account as of April 30, 2023, was \$1,729.105.

### **The AMS Accessibility Queen's Bursary**

An endowed fund established by the AMS in 2007, and revised in 2015, awarded on the basis of the financial need of students with disabilities who are not eligible for funding through the OSAP Bursary for Students with Disabilities. The bursary will help with the costs associated with adaptive technology, transportation costs, etc. Six (6) recipients shared in the \$22,400 disbursed, ranging in awards from \$1,460 - \$4,680, leaving a balance of \$29 in the income account. The market value of the capital account as of April 30, 2023, was \$577,758.

### **The AMS Membership Bursary**

Established in 2014, this bursary is awarded on the basis of demonstrated financial need to Alma Mater Society members challenged in paying the cost of the AMS Mandatory Student Activity Fees. Contributions made by the AMS since inception of the bursary total \$178,982. Twenty-nine (29) recipients shared in a total of \$22,000 disbursed, ranging in awards from \$104 - \$782. As of April 30, 2023, the income account balance was \$0.

### **The AMS Indigenous Student Awards**

An endowed fund established in 1990 by the AMS and awarded to Indigenous students entering first year in any faculty or school at Queen's with preference given to undergraduate students. Selection is based on academic standing and/or financial need. One (1) recipient received an award of \$3,900, leaving a balance of \$2 in the income account. The market value of the capital account as of April 30, 2023, was \$110,934.





### **AMS Sesquicentennial Bursaries**

An endowed fund was established by the AMS in 1990. Bursaries are awarded to students in any faculty or school with a preference to single parents with day-care expenses. In 2022-2023, awards between \$745 - \$6,390 were divided among five (5) recipients with a total disbursement of \$18,400. The market value of the capital account as of April 30th, 2023, was \$473,721 and the income account balance of the fund was \$23.

### **Disabled Students' Bursaries**

An endowed fund established by the AMS and Arts and Science '82, to assist disabled students attending Queen's. Bursaries are awarded on the basis of need. One (1) recipient was awarded \$1,700. The market value of the capital account as of April 30, 2023, was \$44,403 with an income account balance of \$82.

### **The Ida Mmari Scholarship for Refugee Students**

Established in 1993 by the Queen's International Students' Society, this bursary is awarded on the basis of financial need with preference given to an international student. The bursary is funded through a student activity fee and donations. Five (5) recipients received an award ranging from \$9,020 - \$27,060, with a total disbursement of \$87,092. The income account balance as of April 30, 2023, was \$64,414.

### **Queen's International Students' Society Bursary**

Established in 1993 by the Queen's International Students' Society, this bursary is awarded on the basis of financial need with preference given to an international student. The bursary is funded through a student activity fee and donations. One (1) recipient was awarded \$690. The income account balance as of April 30, 2023, was \$3,488.



# Financials

# Awards & Bursaries

## **Queen's Work Study**

The Work Study program is jointly funded through student activity fees and Queen's Administration. The objective of the program is to provide an opportunity for students in financial need to receive priority for certain part-time jobs (generally, on campus) during their academic studies. In 2022-2023, the AMS did not receive funds to be allocated as no students participated in the program.

## **Student Loans Program**

An expendable fund established by resolution of the AMS Board of Directors in 1976 for the purpose of providing short-term loans to Queen's Students. Funding derives from interest on capital held by the AMS and from interest earned on the loans to students. As of April 30th, 2023, the student loan fund amounted to \$44,110.

## **The AMS/SGPS Out-of-City Healthcare Travel Bursary**

Established in March 2016 by the AMS and the Society of Graduate and Professional Students, and awarded on the basis of self-identified need on the part of the applicant who requires financial support to attend healthcare appointments outside of the City of Kingston, generally, with a Specialist. The AMS contributes an annual amount of \$4,000, however due to lack of use and sufficient balances in the fund the AMS did not contribute this year. Four (4) recipients received awards ranging from \$100 - \$300 with a total disbursement of \$646. The fund balance as of April 30, 2023, was \$20,954.

## **The AMS Emergency Taxi Fund**

Established in 2000, by the AMS and created for students with temporary mobility impairments who require taxi assistance to and from campus and classes. AMS contributes an annual amount of \$5,500; however, due to lack of use and sufficient balances in the fund, the AMS contributed \$800 this year. Ten (10) recipients received awards ranging from \$65 - \$250 with a total disbursement of \$1645. The balance in the fund as of April 30, 2023, was \$3,863.





### **The Reflection Award**

Established in 2018 by the AMS, the Arts and Science Undergraduate Society (ASUS), and the Faculty of Arts and Science. Awarded to an undergraduate student on the basis of advocacy, leadership, and contributions to the Indigenous community at Queen's, with preference given to Indigenous students. One (1) recipient received an award of \$1,750. The balance in the fund as of April 30, 2023, was \$0.

### **Clubs Experience Grant**

Established by the AMS Clubs Commission. This grant is awarded to clubs to support and encourage events and initiatives that provide positive benefits for members of the Queen's and/or Kingston Community. Fifty-eight (58) recipients received the grant ranging from \$50 - \$1,785, with disbursement totalling \$26,060.

### **New Club Grant**

Established by the AMS Clubs Commission. This grant is awarded to newly AMS-ratified clubs to support initial fundraising efforts and startup operational costs. Fifty-five (55) clubs received this grant ranging from \$65 - \$100 with disbursement totalling \$5,414.

### **The Robert Sutherland Award**

Established by the AMS and presented to a graduating student for leadership and initiative in areas of anti-racism and anti-oppression during their time at Queen's. Two (2) recipients received an award of \$5,000, with disbursement totalling \$10,000.

### **AMS Equity Grants**

Established by the Social Issues Commission. This grant is designed to promote the fostering of an anti-oppressive and safe environment in the Queen's community through community outreach, education campaigns, awareness-raising projects. Six (6) recipients received the grant, ranging from \$1,000 - \$5,000, with disbursement totalling \$10,000.



## Financials

# Awards & Bursaries

### **Student Experience Bursary**

Established by the Campus Affairs Commission. The purpose is to enhance the financial accessibility of events run by AMS-ratified clubs or Faculty Societies for all AMS members. The bursary is designed to subsidize, partially or in full, fees required for events where a student would otherwise be unable to participate for reasons relating to financial hardship. One Hundred and forty-eight (148) received a bursary ranging from \$20-\$500, with disbursement totalling \$26,907.67.

### **International Student Bursary**

Established by the Campus Affairs Commission. The purpose of the bursary is to alleviate the financial burden that impacts international students in the Queen's community and enhance student life that would have otherwise been inaccessible. The applicability of the bursary is broad and has been used in the past to cover textbook fees and living expenses. Eight (8) recipients received the bursary ranging from \$200-\$500, with disbursement totalling \$1,900.

### **Sustainable Action Fund**

Established by the Commission of Environmental Sustainability, the fund was created to improve and promote environmental sustainability at Queen's to provide relevant funding to events, initiatives and projects facilitated by students. Sixteen (16) recipients received grants ranging from \$200 - \$4,000, with disbursement totalling \$17,266.

### **Black History Month Grant**

Established by the Social Issues Commission, this grant is intended to provide tangible support for Black student groups on campus and Black History Month programming and events. Six (6) recipients received an award ranging from \$1,500 - \$2,000, with disbursement totalling \$10,000.









# Financials

# AMS Funds

## **Accessibility Queen's Fund**

The Accessibility Queen's Fund was created by referendum in 1983 to support the capital needs of Queen's community members with disabilities on campus. The Accessibility Queen's Committee recommended payments totaling \$4,000 to continue to fund accessibility needs from capital projects. The balance of this fund as of April 30, 2023, was \$137,031.

## **Advantage Fund**

The Advantage Fund was created by the Board of Directors in 1997. It was designed to take advantage of the annual income growth made on the AMS' pooled investment assets. Transfers from the fund to the operating fund are made annually to fund the operations of the Board and are recorded as interfund transfers. The fund balance as of April 30, 2023, was \$2,265,275.

## **Health and Dental Plans Fund**

The Health and Dental Plans Fund was created by the AMS Board of Directors in 2001 to provide accountability and visibility of accumulated surpluses and deficits arising from the Plan's activity. The AMS operates these plans under what is known as "self-insured" meaning that all administrative and financial risk is the responsibility of the AMS. The

balance of the fund as of April 30, 2023, was \$5,033,615.

## **AMS Student Centre Fund**

The AMS Student Centre Fund was established in 1991 and its purpose is to provide the AMS with control over the surpluses and deficits of its facility operations. The fund is to be used by the AMS to fund major renewal and renovation projects for the JDUC. The balance in the fund as of April 30, 2023, was \$2,660,335.

## **Student Life Centre Facilities Fund**

The AMS entered into an agreement in 2011, and renewed in 2015, with Queen's University and The Society of Graduate and Professional Students which provides for the sharing of costs associated with the operation and maintenance of certain facilities known as the Student Life Centre. With the JDUC renovation underway as of May 2022, this agreement was extended to exclude the JDUC until such time as a new agreement is negotiated. A new agreement is expected to be in place in time for the opening of the new JDUC in the summer of 2024. The agreement provides for the provision of two reserves; Long Term Operating and Capital, in support of these facility costs. The balance in the fund as of April 30, 2023, was \$411,434.









# Financials

# Financial Statement

# Guide

The Alma Mater Society of Queen's University Incorporated ("AMS") prepares financial statements on an annual basis which are audited by an independent public accounting firm approved annually by the Assembly and AMS Board of Directors. The current auditors of the AMS are KPMG LLP. The financial statements are comprised of the statement of financial position as of April 30th, which is the AMS' fiscal year end, the statements of operations, changes in net assets, cash flows for the year ended April 30th and notes to financial statements. Schedules of revenue, expenses and interfund transfers by major activity are included for further detail. Copies of the audited financial statements including the Independent Auditors' Report may be obtained from the AMS office or [www.myams.org](http://www.myams.org).

Selected financial information is included to highlight the financial position and results of operations of the AMS. In addition, a brief synopsis of terms and definitions follow to assist in the understanding of the financial information and serve as a guide to the inexperienced reader.

## **INDEPENDENT AUDITOR'S REPORT**

An Auditor's Report is a formal opinion issued by an independent public accounting firm to the stakeholders of an entity on completion of an audit. The report describes both management and auditor responsibilities for the financial statements, a description of what an audit involves, and an opinion on the fair presentation of the financial statements in accordance with accounting standards. An opinion is given based on "reasonable assurance" that "material misstatement" does not exist. There may be errors but none significant to impact decisions made by users of the financial statements. A clean or unreserved opinion means that the auditors were able to satisfy themselves that the above conditions were met.

## **STATEMENT OF FINANCIAL POSITION**

The statement of financial position, also known as the balance sheet, is a snapshot of the financial position of an entity on the last day of its year-end. The balance sheet is divided into three main sections; assets, liabilities and net assets. Net assets represent the financial health of the entity.





**Assets:** An asset is an expenditure which is expected to provide benefit to the entity now and into the future. Assets are listed on a balance sheet in order of liquidity (i.e. ease with which the asset can be converted into cash). Capital assets are recorded at historical cost and are amortized (a charge to operations) over a period of time determined by the Board of Directors.

**Liabilities:** A liability is an obligation. Liabilities are segregated between those due in one year and less (current liabilities) and those which will come due in greater than one year. The majority of liabilities of the AMS consist of short-term obligations due to suppliers, government agencies and amounts held by the AMS on behalf of other non-AMS groups.

**Net assets:** Net assets or equity is the residual after deducting liabilities from assets. In essence, it represents the “net worth” of the company. The equity section is typically divided into several key components; the operating fund, reserves and restricted funds. The operating fund is the accumulated surpluses and deficits from operations from inception of the entity. The operating fund includes all activities except for those

managed by a fund or reserve. Reserves are established and approved by the Board of Directors. Lastly, an entity establishes restricted funds to separately account for certain activities outside normal operations. These restricted funds are designated either internal or external dependent upon the entity’s control over the fund and the involvement by external persons.

## STATEMENT OF OPERATIONS

The statement of operations reports revenues less expenses for an entity for a reporting period which is usually one year. The AMS reported a net surplus from the operating fund of \$116,984 for the 12 months ended April 30th, 2023. Also reported for the year are the results for the restricted funds, which is a surplus of \$453,524.

# Financials

# Financial Statements

## Statement of Financial Position

Year ended April 30, 2023, with comparative information for 2022

### Assets

#### Current assets:

Cash	\$3,713,707	\$4,757,378
Short term marketable securities	8,658,798	3,562,555
Accrued interest	29,241	22,763
Accounts receivable	781,749	588,226
Inventories	206,868	164,482
Prepaid expenses	19,952	7,594
	<b>\$13,410,315</b>	<b>\$9,102,998</b>

Capital assets	205,848	220,736
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#### Other Assets:

Student loans program	44,110	44,110
Marketable securities	6,277,946	6,005,028

**\$19,938,219      \$15,372,872**

### Liabilities and Net Assets

#### Current Liabilities:

Accounts payable and accrued liabilities	\$5,324,072	\$1,296,012
Funds held for Union Gallery	0	33,221
	<b>\$5,324,072</b>	<b>1,329,233</b>

#### Net assets:

Net assets invested in capital assets	205,848	220,736
Restricted funds	10,957,065	10,503,541
Operating fund- unrestricted	3,451,234	3,319,362
	<b>14,614,147</b>	<b>14,043,639</b>

**\$19,938,219      \$15,372,872**

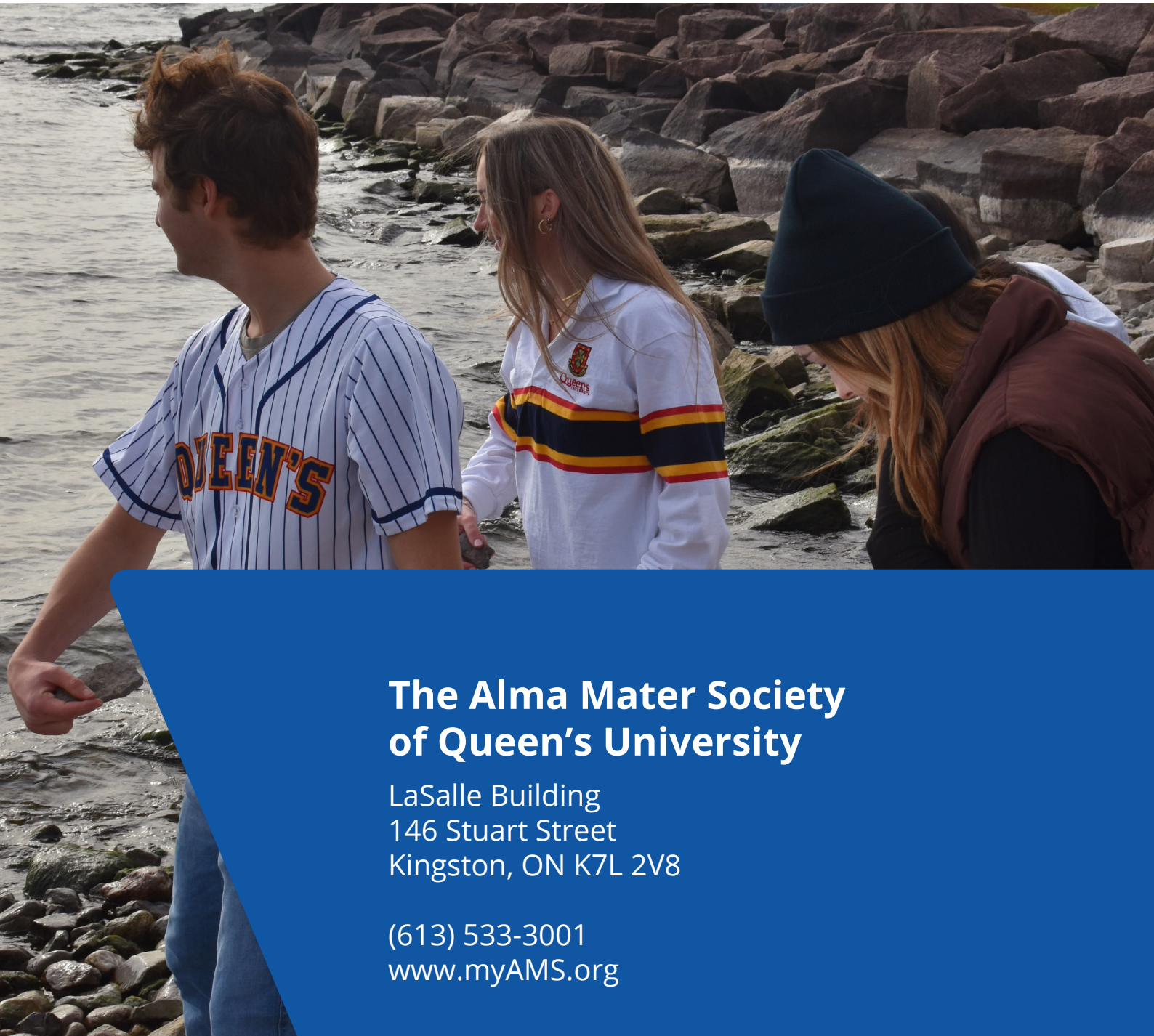
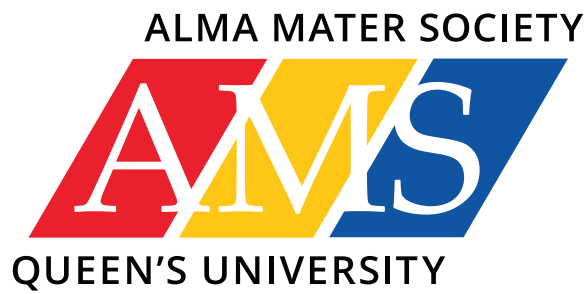


# ALMA MATER SOCIETY OF QUEEN'S UNIVERSITY INCORPORATED

## Statement of Operations

Year ended April 30, 2023, with comparative information for 2022

	2023			2022		
	Operating Fund	Restricted Funds	Total	Operating Fund	Restricted Funds	Total
Revenue:						
Services revenue	\$ 3,938,024	–	\$ 3,938,024	\$ 3,232,980	–	\$ 3,232,980
Other corporate revenue	4,907,363	–	4,907,363	1,652,988	–	1,652,988
Government revenue	1,025,768	–	1,025,768	782,045	–	782,045
Restricted fund revenue	–	6,885,984	6,885,984	–	6,765,454	6,765,454
	9,871,155	6,885,984	16,757,139	5,668,013	6,765,454	12,433,467
Operating expenses:						
Services expenses	3,575,936	–	3,575,936	2,936,961	–	2,936,961
Other corporate expenses	5,493,709	–	5,493,709	2,057,868	–	2,057,868
Government expenses	1,062,134	–	1,062,134	708,194	–	708,194
Restricted fund expenses	–	6,054,852	6,054,852	–	5,796,654	5,796,654
	10,131,779	6,054,852	16,186,631	5,703,023	5,796,654	11,499,677
Excess of revenue over expenses (expenses over revenue)	(260,624)	831,132	570,508	(35,010)	968,800	933,790
Interfund transfers - general	377,608	(377,608)	–	362,227	(362,227)	–
Excess of revenue over expenses, net of interfund transfers - general	\$ 116,984	\$ 453,524	\$ 570,508	\$ 327,217	\$ 606,573	\$ 933,790



## The Alma Mater Society of Queen's University

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