

Member Services Working Group Terms of Reference -FINAL DRAFT-

Mandate/Purpose

The Member Services Working Group shall act as a subcommittee of the COFA Senior Board. Its purpose is to

1. Advise the Students' Union on matters related to the promotion of student life, student engagement, and member outreach
2. Advise the Students' Union on matters related to University student life and engagement initiatives, services, and risk management
3. Act as a forum for collaboration on matters related to the support of department, program, and affiliate clubs and associations and student faculty association service initiatives.

Powers/Duties

1. The Member Services Working Group shall
 - a. Provide advice to the Students' Union with respect to
 - i. Support provided by the Students' Union to enhance the ability of student faculty associations to provide responsive, relevant, and engaging services to their constituents
 - ii. Proposed changes to University policies and procedures that have an impact on the non-academic experiences of undergraduates.
 - iii. Matters of interest to the members of the Working Group and/or their constituents with respect to Proposed changes to Students' Union and University services, or strategies related to supporting student life or engagement.
 - b. Provide formal recommendations to the Students' Union via the Senior Board with respect to
 - i. Any item presented to the Working Group for advice
 - ii. Any matter where a request for formal recommendation has been made either by the Senior Board or the Students' Union Vice President (Academic)
 - iii. Any matter of interest to the members of the Working Group and/or their constituents with respect to Proposed changes to Students' Union and University services, or strategies related to supporting student life or engagement.

- c. Hear presentations from individual student faculty associations on issues related to service provision, working with department, program, or affiliate clubs or associations, and student engagement, that may be of shared interest.
2. Act as a forum where members will proactively support one another in the successful development of members services and will focus on
 - a. Sharing best practices with respect to faculty–association led member services including but not limited to peer to peer mentorship programs, locker sales, and extracurricular professional development
 - b. Sharing best practices with respect to contracting services to third parties
 - c. Disseminating training and information with respect to campus risk management policies
 - d. Fostering support for department, program, and affiliate groups that are the responsibility of faculty associations
 - e. Leveraging the support of Discover Governance and Student Group Services as appropriate to develop innovative resources that will support the development of expertise and institutional memory with respect to areas within the scope of the Working Group.
3. The Member Services Working Group may hear presentations from the University community provided that
 - a. The presentation is germane to the mandate of the Working Group
 - b. The presentation was submitted for consideration at least two (2) business days prior to the meeting
 - c. The presentation submission included a title, brief description, and contact information for the person acting as the liaison between the Working Group and the presenters
 - d. The presentation does not exceed twenty (20) minutes in length excluding time for questions and discussion.

Membership

1. Each faculty association will have one (1) vote on the Working Group.
2. A maximum of three (3) members can attend on behalf of each faculty association.
 - a. Members are expected to be familiar with their faculty association’s operations as they relate to member communications, student life, member services, programming, and/or supporting affiliate student groups
 - b. Representatives of each faculty association will be appointed by whatever method each faculty association deems suitable, and by

submitting the name and contact information in writing to the Students' Union Vice President (Academic) by September 30 of each year.

3. The Students' Union Vice President (Student Life) is the chair and a non-voting ex-officio member.
4. The Students' Union Vice President (Academic) is a non-voting ex-officio member.
5. The Students' Union Student Governance Officer is a non-voting ex-officio member.
6. The Member Services Working Group may appoint other non-voting members as it sees fit.
 - a. The term of non-voting members appointed under (6) will expire on April 30.
7. The Students' Union Vice President (Academic), in conjunction with the Students' Union Student Governance Officer and the meeting facilitator, will be responsible for the administrative needs of the Working Group including setting the time and place of meetings, booking space, and creating and disseminating agendas.
8. The responsibility for facilitation of meetings will rotate amongst the members of the Working Group.
 - a. Either voting or non-voting members of the Working Group may serve as meeting facilitators.
 - b. Members may facilitate as few as none or as many as all of the meetings of the Working Group in a given year.
 - c. Members may co-facilitate meetings, provided both facilitators

Meetings

1. The Member Services Working Group is expected to be advisory and collaborative. As such, it is expected that meetings will be conducted informally, with a view to fostering dialogue and active participation from all members. All members share responsibility for ensuring that the meetings of the Working Group are inclusive, empowering and productive experiences.
2. Meetings will be facilitated using whatever method the facilitator deems appropriate.
3. Regular meetings of the Member Services Working Group will be held once every two (2) months in the Fall term and Winter terms.
4. Additional meetings may be called
 - a. At the request of no fewer than three (3) student faculty associations, provided that a request in writing is provided to the Students' Union at least ten (10) calendar days prior to the proposed date and notice of at least seven (7) calendar days is given to all members of the Working Group.

- b. At the call of the Students' Union, provided that notice of at least seven (7) calendar days is given to all members of the Working Group.
5. Quorum of the Member Services Working Group will be four (4) student faculty associations.
 - a. If the Member Services Working Group fails to achieve quorum, the members present may choose to continue with the items on the agenda that are relevant to professional development, provided that the Working Group takes no substantive decisions in the absence of quorum.
6. Except as otherwise stated in these terms of reference, motions require a majority vote of a quorate meeting to pass.