

UBCO



Annual Plan



2025-26



Action Plan for 2025/26

BC Federation of Students Local 12

2026

SUO

ACTION PLAN

**Reconnecting Forward: Honouring Our Progress,
Renewing Our Connection**

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Introduction

Reconnecting Forward: Honouring Our Progress, Renewing Our Connection

Over the past five years, the Students' Union of UBC Okanagan (SUO) has built a solid foundation of

- advocacy,
- governance reform,
- student services and
- community engagement.

We've delivered on key commitments, strengthened institutional relationships, and increased the Union's capacity to serve its members. Now, with that progress in place, we turn our focus to the students themselves — to renewing the trust, relevance, and visibility of SUO in their day-to-day lives.

This year's theme, *"Reconnecting Forward: Honouring Our Progress, Renewing Our Connection"*

reflects a commitment to engage more deeply, listen more actively, and bring the Union closer to students in meaningful ways.

Building on years of advocacy, governance renewal, service expansion, and campus life programming, the SUO enters this year with a strong foundation and a renewed focus on belonging.

Our community has changed — and so have the ways students interact with their union. We must now actively respond to a growing need for transparency, responsiveness, and connection.

This action plan presents clear and measurable goals across our four core pillars: Advocacy, Governance, Service, and Campus Life. Through each of these, we will center student voices, foster collaboration, and champion equity and accessibility.

Whether through new campaigns, stronger financial oversight, enhanced services, or a livelier student experience, we are focused on making sure every student sees themselves reflected and supported in the work of the SUO.

Together, we are not just building initiatives — we are rebuilding relationships. With the leadership of our board and executive team, and the active involvement of our student community, this year will be about meaningful reconnection, deep listening, and building a stronger sense of student-driven purpose at UBC Okanagan.

MISSION STATEMENT

THE STUDENTS' UNION'S MISSION



PROVIDE ACCESSIBLE, HIGH-QUALITY SERVICES

FACILITATE EVENTS, ACTIVITIES, AND STUDENT CLUBS TO ENHANCE CAMPUS LIFE

UNDERTAKE ADVOCACY ENSURE STUDENTS' RIGHTS ARE RESPECTED, AND CONCERNS ARE HEARD BY DECISION-MAKERS

PRACTICE GOOD GOVERNANCE IN THE OPERATIONS OF THE STUDENTS' UNION



We achieve our mission by ensuring that all of our priorities fall into one of three areas of activity: **Service**, **Advocacy**, and **Campus Life**; all guided by strong governance practices.



VALUES STATEMENT

THE STUDENTS' UNION OF UBC OKANAGAN STRIVES TO CREATE AN ATMOSPHERE THAT IS:

DYNAMIC

- For and by students through governance, employment, programs, and involvement
- Entertaining, fun and high energy environment
- Able to ensure that all our membership and staff: Have their voice heard on issues that are important to them. Protect and promote their rights. Have their views and wishes genuinely considered when decisions are being made about their lives.

PROTECTED

- Welcoming, friendly, and respectful
- Clean and well-maintained facility
- Accessible to the campus community

INCLUSIVE

- Promote and practice diversity through opportunities and programs.
- Encourage comradeship and interaction

CENTRE OF CAMPUS LIFE

- Convenient and quality retail, food, services, and activities
- Safe, comfortable, and relaxing place to be.
- Numerous versatile, flexible, and well-equipped gathering spaces
- Diverse, equitable, multi-cultural events, and engagement opportunities

PRINCIPLES

COMMUNITY

We continuously cultivate a community of care that ensures our members and staff feel welcomed and appreciated.

INTEGRITY

We lead with a good example by ensuring we always take responsibility for our actions and words, through ensuring our decisions are aligned with bettering the student experience.

RESPECT

We appreciate the value of diverse opinions in developing approaches to varying situations.

TRANSPARENCY

We create an environment where our members and staff are encouraged to engage with us and where we are able to share openly about our business practices and actions.

RESPECT

We understand and accept the consequences of our actions for the areas in which we assume responsibility.

A. SERVICE

Global Objective:To improve and expand the services provided by the SUO, ensuring they meet the needs of students and support the overall mission of the organization.

Strategies and Actions:

A. Optimized Student Services:

Objective: Improve the overall SUO service experience using continuous feedback from students.

Actions:

- Conduct service satisfaction surveys.
- Identify areas for improvement and implement service training.
- Pilot enhancements in front-line interactions and digital services.

Timeline: Ongoing from September 2025

KPIs: Student satisfaction ratings; number of improvements implemented

B. Review of SUO Insurance

Objective: Ensure SUO’s liability insurance provides adequate and cost-effective coverage.

Actions:

- Review existing policy and conduct a benchmarking study.
- Identify coverage gaps and prepare recommendations.
- Present a revised plan to the Executives.

Timeline: September–November 2025

KPIs: Completion of review; board-approved changes.

C. Food Security & Pantry Expansion

Objective: Expand access to nutritious food and improve pantry operations.

Actions:

- Build new community partnerships.
- Increase volunteer engagement.
- Launch awareness campaigns to reduce stigma.

Timeline: Ongoing

KPIs: Number of students served; volume of food distributed; user feedback.

D. Club Support Services

Objective: Strengthen the support provided to clubs through better systems and resources.

Actions:

- Offer workshops and leadership training.
- Improve funding application support.
- Create standardized recognition practices.

Timeline: September 2025 – March 2026

KPIs: Club leader feedback; participation in trainings; funding disbursed.

E. Rubric & Financial Process Streamlining

Objective: Improve transparency and ease-of-use in the student association funding rubric.

Actions:

- Audit current use of the rubric.
- Provide tutorials and training.
- Update documentation to ensure clarity.

Timeline: Fall 2025

KPIs: Rubric usage rate; training attendance.

F. Q-Pay Platform Rollout

Objective: Fully implement Q-Pay across all student associations to standardize financial transactions.

Actions:

- Complete onboarding of all SAs.
- Provide tech support and troubleshoot.
- Monitor and evaluate for refinements.

Timeline: September 2025 – February 2026

KPIs: Percentage of active SAs on platform; reduced transaction issues.

G. SUO Coop Role Enhancement

Objective: Expand and clarify the role of Coop students to maximize impact and engagement.

Actions:

- Redefine job responsibilities.
- Provide onboarding and mentorship.
- Include Coop students in strategic projects.

Timeline: Summer 2025 onboarding; review in Winter 2026

KPIs: Supervisor feedback; Coop student evaluations.

H. Club Naming Agreement with UBC

Objective: Finalize and implement a naming convention in alignment with UBC guidelines.

Actions:

- Engage stakeholders in review.
- Finalize legal agreements.
- Roll out changes with clear communication.

Timeline: September – December 2025

KPIs: Agreement signed; clubs transitioned.

I. Resource Centre Optimization

Objective: Increase efficiency, accessibility, and student satisfaction with the SUO Resource Centre.

Actions:

- Conduct operational audit.
- Implement layout and process improvements.
- Gather regular feedback.

Timeline: September 2025 – April 2026

KPIs: Usage statistics; student satisfaction surveys.

B. GOVERNANCE

Global Objective: To strengthen the SUO's organizational structures and decision-making processes through policy clarity, fiscal responsibility, and enhanced transparency.

Strategies and Actions:

A. Strategic Engagement & Visibility

Objective: Improve how SUO executives and board members represent and communicate with the student body.

Actions:

- Create monthly social media briefings.
- Host open forums and classroom drop-ins.
- Track action plan progress.
- Work closely with the Media outlets such as phoenix to increase positive messaging to public
- Introduce programming to allow students to speak with SUO Board and Executives to share concerns and thoughts.

KPIs: Attendance at forums; social media engagement metrics.

B. Employment Handbook Completion

Objective: Finalize and publish a comprehensive employee and executive handbook.

Actions:

- Review existing content with stakeholders.
- Deliver training and digital access.

Timeline: June–December 2025

KPIs: Handbook approval; training completion rates.

C. Relationship Building

Objective: Build meaningful, strategic partnerships with UBC, community orgs, and student networks.

Actions:

- Initiate regular meetings with UBC departments.
- Establish liaisons with local nonprofits and campus units.
- Track engagement through partnership logs.

Timeline: Ongoing

KPIs: Number of active collaborations; qualitative partner feedback.

D. Grad Student Transition Planning

Objective: Build a roadmap for graduate student governance and service integration.

Actions:

- Continue to collaborate with the grad student reps, UBCO leadership and SUO legal to ensure a smooth transition
- Identify transition gaps in services and representation.
- Propose an advisory framework.

Timeline: Fall 2025

KPIs: Recommendations submitted; transition framework drafted.

E. Community Engagement (e.g., Resonance Market)

Objective: Increase SUO's presence in broader Kelowna and campus life through visible public programming.

Actions:

- Develop and co-host quarterly outreach events.
- Collaborate with student groups and departments.
- Promote SUO identity through branding and signage.

KPIs: Event attendance; media reach; partnership reports.

F. Non-Deficit Budgeting

Objective: Maintain financial sustainability by avoiding a year-end deficit.

Actions:

- Create a conservative, transparent budget.
- Conduct monthly budget checks and flag issues.
- Adjust portfolios to remain within limits.

Timeline: Budget finalized by July 2025; monitoring through April 2026

KPIs: Budget variance reports; Finance Committee approvals.

G. Optimized Governance and Policy Adherence

Objective: To improve governance through a systematic review of bylaws and ensure transparent communication.

Actions:

- Conduct a systematic review of bylaws and regulations.
- Maintain open communication with the Policy Committee.
- Collaborate with directors and staff for suggestions and feedback.

Timeline: July 1, 2025 – April 30, 2026.

KPI: Enhanced bylaws, proactive policy management, inclusive decision-making.

H. Strengthen SUO Budget Oversight

Objective: Improve internal budget controls and spending accountability.

Actions:

- Set annual limits by portfolio.
- Schedule monthly financial check-ins.
- Require committee approval for reallocations.

Timeline: May 2025 – April 2026

KPIs: Fewer overages; improved forecast accuracy

I. Enhance Financial Transparency

Objective: Make SUO finances accessible and student friendly.

Actions:

- Publish summary visuals of the SUO budget.
- Develop a "Where Your Fees Go" campaign.
- Maintain a live financial dashboard on the SUO website.

Timeline: August 2025 – April 2026

KPIs: Website visits; student feedback; engagement rates.

J. Policy Optimization

Objective: Ensure SUO operates under current and effective policies.

Actions:

- Conduct relevant policy audit.
- Update outdated or incomplete policies.
- Host annual policy review session.

Timeline: September 2025 – February 2026

KPIs: Number of revised policies; audit completion.

K. Liability Insurance Review

Objective: Protect the SUO through thorough and cost-effective insurance coverage.

Actions:

- Review current policy and identify potential gaps.
- Present findings and make recommendations.

Timeline: Fall 2025

KPIs: Board-approved insurance policy; risk mitigation outcomes.

L. Achieve Transparency between Student Body and Policy Committee

Objective: To increase awareness and understanding of policy decisions among students.

Actions:

- Use social media (policy polls, short videos) to highlight policy discussions.

Timeline: August 1, 2025 – April 30, 2026.

Resources: Social Media Coordinator and Policy Committee.

KPI: Improved student understanding of policy decisions.

C. ADVOCACY

Global Objective: To advocate for the rights, needs, and wellbeing of students through equity-driven campaigns, expanded support services, and strong institutional and governmental engagement.

Strategies and Actions:

A. Level the Playing Field

Objective: Advocate for equitable access and treatment across the Okanagan and Vancouver campuses.

Actions:

- Identify disparities and compile comparative data.
- Engage with UBC admin to address funding and service gaps.
- Advocate through AMS collaboration and joint campaigns.

Timeline: Fall 2025

KPIs: Meetings held; issues identified and addressed.

B. Innovate Smart Meals 2.0

Objective: Provide improved, affordable meal solutions that reduce student food insecurity.

Actions:

- Expand the Smart Meals program to include more vendors.
- Introduce new student meal subsidies.
- Launch targeted outreach and sign-up drives.

Timeline: September 2025 – February 2026

KPIs: Meals distributed; program participation.

C. Transit Access & Improvement

Objective: Improve access to and quality of public transportation for UBCO students.

Actions:

- Conduct transit survey and gather student feedback.
- Present findings to City of Kelowna and BC Transit.
- Advocate for expanded routes, evening service, and shelter infrastructure.

Timeline: Ongoing

KPIs: Transit improvements achieved; lobbying meetings completed.

D. Spiritual Wellness Fair

Objective: Promote student wellbeing through inclusive, interfaith community programming.

Actions:

- Partner with faith and cultural organizations.
- Host a campus fair focused on holistic wellbeing.
- Facilitate education and dialogue around spiritual diversity.

Timeline: January – March 2026

KPIs: Event attendance; participant feedback.

E. Spread Love Campaign

Objective: Strengthen student connection and belonging through a community-wide compassion campaign.

Actions:

- Roll out positive messaging across campus.
- Distribute wellness kits and appreciation notes.
- Partner with clubs for peer-led initiatives.

KPIs: Campaign reach; engagement metrics.

F. Funding Review

Objective: Evaluate UBC funding models to ensure equity and transparency.

Actions:

- Research and understand current funding allocations.
- Host consultations with BCF, Local and Provincial Government

G. International Student Support

Objective: Advocate for the protection and inclusion of international students.

Actions:

- Host focus groups to understand challenges.
- Create culturally responsive resources and referral tools.
- Lobby for lower tuition increases and more support services.

Timeline: Ongoing

KPIs: Number of supports implemented; participation rates.

H. Mental Health Initiative

Objective: Expand student mental health services and promote campus-wide resilience.

Actions:

- Collaborate with UBC Wellness Centre.
- Train peer leaders and host awareness workshops.
- Promote access to crisis and long-term care.

Timeline: Ongoing

KPIs: Event attendance; resource distribution.

I. Ask Me About the SUO Campaign

Objective: Build student awareness of SUO's mandate and services.

Actions:

- Launch branded informational campaign during AGM and elections.
- Use digital storytelling, tabling, and class visits.
- Measure recognition and understanding.

Timeline: October 2025 – March 2026

KPIs: Student knowledge scores; campaign reach.

J. Disability Inclusion

Objective: Make SUO programs and spaces accessible and inclusive to all students.

Actions:

- Conduct accessibility audit.
- Partner with DRC and experts for improvements.
- Host education events on invisible disabilities.

Timeline: September 2025 – February 2026

KPIs: Audit completion; feedback from disabled students.

K. Government Relations

Objective: Advocate at municipal, provincial, and federal levels for student rights.

Actions:

- Identify 3–5 priority issues.
- Join or lead coalitions like BCFS or CASA.
- Meet with MLAs, MPs, and city reps.

Timeline: Ongoing

KPIs: Number of meetings held; policy shifts supported.

D. CAMPUS LIFE

Global Objective: To enrich the student experience by fostering a vibrant and inclusive campus culture that centers student voices, celebrates diversity, and builds lasting community connections.

Strategies and Actions:

A. Strengthen Club Capacity & Support

Objective: Empower student clubs with training, resources, and recognition to thrive.

Actions:

- Host onboarding and development workshops.
- Streamline funding application and reporting.
- Launch a recognition and awards framework.

Timeline: September 2025 – March 2026

KPIs: Number of clubs supported; satisfaction scores from club leaders.

B. Affordable Event Access

Objective: Remove financial barriers to participation by offering inclusive pricing models.

Actions:

- Implement early-bird and group discount ticketing.
- Offer free/low-cost entry to flagship events.
- Partner with sponsors to offset costs.

Timeline: Ongoing

KPIs: Event attendance; discount usage rates.

C. Semester-Based Events Calendar

Objective: Build consistency and anticipation around recurring campus events.

Actions:

- Develop a pre-published semester calendar.
- Schedule monthly and themed programming (e.g., Game Nights).
- Promote through digital and physical channels.

Timeline: July – August 2025 (planning); launch September 2025

KPIs: Calendar completion; event turnout.

D. Enhanced Event Promotion

Objective: Improve outreach and engagement through early, targeted marketing.

Actions:

- Begin promotions 2–3 weeks ahead of events.
- Utilize social media storytelling and reels.
- Activate street team and classroom announcements.

Timeline: Ongoing

KPIs: Engagement rates; promotion reach.

E. Increase Institutional Presence

Objective: Integrate SUO Campus Life efforts with major UBCO programs.

Actions:

- Collaborate with Jumpstart, Create, and Orientation Week.
- Present SUO offerings at info sessions.
- Provide branded materials and giveaways.

Timeline: August – September 2025

KPIs: SUO visibility metrics; participation feedback.

F. Diverse & Inclusive Programming

Objective: Celebrate the cultural, social, and identity-based diversity of UBCO students.

Actions:

- Host series like Cultural Fusion Nights, LGBTQ2S+ celebrations, and affinity-based mixers.
- Partner with cultural clubs and equity-serving groups.
- Feature diverse speakers, DJs, and artists.

Timeline: Ongoing

KPIs: Number and diversity of events; participant demographics.

G. Improve Student Association Engagement

Objective: To strengthen the relationship between Student Associations (SAs) and the SUO.

Actions:

- Have faculty representatives attend at least one event per club.
- Engage SAs to understand and discuss their needs.
- Increase Course Union (CU) engagement in term 2 elections.

Timeline: September 1, 2025 – April 30, 2026.

KPI: Increased SA engagement and trust with SUO.

H. Interest-Based Club Collaborations

Objective: Expand event programming through partnerships with niche and emerging clubs.

Actions:

- Identify underrepresented student interests.
- Co-host events with anime, chess, fashion, and esports clubs.
- Provide mini-grants and promotional support.

Timeline: September 2025 – March 2026

KPIs: Number of club collaborations; new attendee demographics.

I. Student Input on Events

Objective: Ensure Campus Life reflects student needs and creativity.

Actions:

- Distribute regular surveys and polls.
- Host idea submission contests.
- Form a student planning advisory group.

Timeline: August 2025 launch; quarterly check-ins

KPIs: Number of ideas received; implementation rates.

J. Campus Life Playbook

Objective: Preserve institutional memory and improve planning continuity.

Actions:

- Document event planning templates and workflows.
- Include feedback and recommendations from past coordinators.
- Share through internal team training.

Timeline: July 2025 – April 2026

KPIs: Playbook completion; new coordinator onboarding satisfaction.

J. Mentorship for Event Planners

Objective: Develop future Campus Life leaders through training and experience.

Actions:

- Recruit and mentor student volunteers in the Campus Life Committee.
- Offer event leadership roles.
- Recognize contributions in an annual awards format.

Timeline: July 2025 recruitment; mentorship ongoing

KPIs: Volunteer retention; event leadership feedback.

E. CURRENT BOARD AND STAFF

The Board of Directors for the Students’ Union is comprised of three types of positions. The elected officials for the 2024/25 year are indicated below.

Full time current staff are also noted below.

The Students’ Union also employs several casual, part-time student staff who assist with provision of front-line service in the Students’ Union businesses.

EXECUTIVE MEMBERS

Peter Idoko	President
Olivia Lai	Vice-President External
Rajat Arora	Vice-President Finance and Administration
Shreya Patnaik	Vice-President Internal
Ashley Kyei- Badu	Vice-President Campus Life

FACULTY REPRESENTATIVES

Yasmine Trabelsi	Faculty of Sciences
Quinlin Osadczuk	Faculty of Arts and Social Sciences
Tejas Bhatia	Faculty of Management
Donald Onyewuchi-Ohiri	Faculty of Applied Science
Kiki Akinlade	Faculty of Creative and Critical Studies
Ghulam Hussain	The College of Graduate Studies
Ali Wasti	Faculty of Health and Social Development
Elnaz Zamanzade	Faculty of Education Representative

DIRECTORS-AT-LARGE

Aaditya Golash	Director-at-Large Jessica Goel	Director-at-Large
Naden Qually	Director-at-Large Saadia Awais	Director-at-Large

EX-OFFICIO MEMBERS

Isabella Bravo	Board of Governors Representative
Saami Hafeez	Student Senate Caucus Representative



STAFF

Jason Evans	General Manager
Mike Ouellet	Service and Operations Manager
Aaron White	Project Manager
Leanne Smiles	Finance Manager
Kishan Reid	Receptionist / Service Assistant
Lijie Qiu	Governance Coordinator
Izzy Rusch	Membership Outreach Coordinator
Kayla Schuster	Paper and Supply Co Lead
Rachel Fortin	Students’ Advocate
Clint Flamand	Food and Beverage Coordinator



YEAR-AT-A-GLANCE SUMMARY

WHAT WE'RE DOING IN 2025-2026

ADVOCACY

- Establish an Indigenous Student Representative.
- Push for resource equity between UBC Vancouver and Okanagan.
- Launch Smart Meals 2.0 and expand food security programs.
- Advocate for improved transit routes and options for UBCO students.
- Host the inaugural Spiritual Wellness Fair.
- Run the Spread Love Campaign to build safety and compassion on campus.
- Conduct a full SUO funding review with an equity lens.
- Advocate for international student protections and supports.
- Expand mental health services and anti-stigma initiatives.
- Implement Ask Me About the SUO outreach campaign.
- Roll out disability inclusion audits and awareness efforts.
- Strengthen relationships with all levels of government.

GOVERNANCE

- Increase board visibility and student engagement.
- Finalize and distribute a comprehensive employment handbook.
- Deepen ties with UBC admin and community partners.
- Establish a transition plan for graduate student support.
- Grow initiatives like the Resonance Market to engage local stakeholders.
- Implement a non-deficit (break-even/surplus) SUO budget.
- Conduct monthly budget reviews and improve financial oversight.
- Publish easy-to-read financial reports and visual budget summaries.
- Review and modernize SUO policy frameworks.
- Complete an organizational liability insurance audit.

SERVICE

- Optimized Governance and Policy Adherence.
- Achieve Transparency between Student Body and Policy Committee.
- Redesign student services based on feedback.
- Review and adjust SUO insurance coverage.
- Expand the food pantry program and build new partnerships.
- Improve training, funding access, and recognition for student clubs.
- Increase adoption of the Student Association Funding Rubric.
- Complete the rollout of the Q-Pay financial platform.
- Enhance Coop student roles with more training and impact.
- Finalize club naming agreements with UBC.
- Streamline Resource Centre operations for better access and service.

CAMPUS LIFE

- Improve Student Association Engagement.
- Transform the Strategic Committee into a Student Association Council.
- Expand club capacity with leadership and financial training.
- Launch affordable event access initiatives (early bird, group rates, subsidies).
- Introduce a semester-based Core Events Calendar.
- Promote events earlier and improve SUO's digital visibility.
- Increase SUO involvement in Jumpstart, Create, and Orientation.
- Host identity-affirming events (e.g., LGBTQ2S+, Afrobeats, cultural nights).
- Collaborate with niche clubs to deliver interest-based events.
- Collect student input regularly to guide event planning.
- Create a Campus Life Playbook to retain institutional memory.
- Mentor student event planners through the Campus Life Committee



APPENDIX 1: PROGRESS TRACKER

OVERSIGHT COMMITTEE

Progress meetings shall be held once per semester. Tables to track progress will be inserted at those times.