

ANNUAL REPORT

Students' Union of Vancouver Community College (SUVCC), British Columbia Federation of Students Local 16
August 1, 2019 – July 31, 2020

1. BOARD OF DIRECTORS AND STAFF – October 1, 2018 – September 30, 2019

a. Board of Directors

Accessibility Director	Ilyes Belhacene
Annacis Island Campus Representative	vacant
Broadway Campus Representative	Kristina Etwell
Broadway Campus Representative	Ashely Brettell
Chairperson	Monica Kuun
Downtown Campus Representative	Armor Valor Corrales
Downtown Campus Representative	Mandy Wan
Director of College Affairs	Jessica Yeung
Director of Events	Pratikam Chaudhary
Director of Internal Affairs	Dharuv Puri
Indigenous Student Representative	vacant
Queer Student Representative	Alexandra Nguyen
Women Student Representative	Nicky Tran

b. Staff

Bookkeeper	Helen Huie
Executive Director	Valerie Skalicky
Executive Director (effective June 2019)	Sydney Sullivan
Organiser	Sydney Sullivan
Organiser (effective July 2019)	Phoebe Lo Patigdas
Organiser Campus Life	Andy Oya
Services Coordinator	Anthem Postnikoff

STUDENT REPRESENTATIVES TO INSTITUTION GOVERNANCE BODIES

a. Board of Governors

November 2018 to October 2019	Armor Valor Corrales
November 2018 to October 2019	vacant

b. Education Council

November 2018 to October 2019	Ilyes Belhacene
November 2018 to October 2019	Dharuv Puri
November 2018 to October 2019	vacant
November 2018 to October 2019	vacant

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a. Board of Directors

Accessibility Director	vacant
Annacis Island Campus Representative	vacant
Broadway Campus Representative	Kayle Tabuzo
Broadway Campus Representative	Marcus Ng
Chairperson	Mandy Wan
Downtown Campus Representative	Joshua Sanchez
Downtown Campus Representative	vacant
Director of College Affairs	Jessica Yeung
Director of Events	Nicky Tran
Director of Internal Affairs	Alexandra Nguyen
Indigenous Student Representative	vacant
Queer Student Representative	vacant
Women Student Representative	Marie-Claire Lantin

b. Staff

Bookkeeper	Helen Huie
Executive Director	Sydney Sullivan
Organiser	Phoebe Lo Patigdas
Organiser Campus Life	Andy Oya
Services Coordinator (on-leave)	Anthem Postnikoff
Services Coordinator	Brynn Joyce

STUDENT REPRESENTATIVES TO INSTITUTION GOVERNANCE BODIES

a. Board of Governors

November 2019 to October 2020	Armor Valor Corrales
November 2019 to October 2020	vacant

b. Education Council

November 2019 to October 2020	Jessica Yeung
November 2019 to October 2020	Marcus Ng
November 2019 to October 2020	vacant
November 2019 to October 2020	vacant

5. CAMPAIGNS AND GOVERNMENT RELATIONS**a. 2018-19 Campaigns and Government Relations Plan****i. Central Campaigns****Grants Not Loans**

Grants Not Loans is a campaign coordinated by the BC Federation of Students (BCFS) that focuses on educating the public on issues related to financial barriers on accessing post-secondary education in British Columbia. The campaign focused on advocating for an up front and needs based provincial grants program. A comprehensive grants program will have far better impact on making education accessible and preventing student debt cycle.

Students were engaged through various on-campus events and info tabling sessions at both Downtown and Broadway campuses throughout the months of January and February. SUVCC, also referred to as the "Students' Union", collected over 300 pledges and over 150 stories from VCC students. Stories collected were shared with pseudonyms on the Students' Union's Twitter and Instagram accounts while tagging elected Members of the Legislative Assembly whose portfolios and constituents would be directly impacted by the stories. News releases and letters to the editor to the media were also sent out.

SUVCC used the Grants Not Loans Valentines cards developed by Thompson Rivers Students' Union and the BCFS during the second week of February. Social media strategies previously used for the campaign were also applied and focused on posting photos through Instagram stories of the SUVCC and Directors' accounts. Signed cards were collected and sent to the Premier's office on February 12 with a letter.

Campaign Victories

On February 18, the government announced \$41 million in annual funding for a new up-front grants program for students in BC called the BC Access Grant. According to the government, this grant will provide 40,000 students per year with up to \$4,000 in needs based financial assistance. The comprehensive program comes from direct government investments and reallocation of small existing grants programs like the completion grants. This victory will open many doors for students to pursue post-secondary education and get the financial assistance they need to take the first step, without incurring massive amounts of student debt. In particular, students that are in certificate and diploma programs of less than four years also have access to this grant, which are programs that VCC students are enrolled in.

The Students' Union shared an email tool that allowed members to send thank you letters to the Minister of Finance, Ministry of Advanced Education, Skills and Training, and Premier for the announcement. Victory materials such as posters and social media shareables are distributed in all campuses and social media accounts as well.

Knock Out Interest

The Knock Out Interest campaign advocates for the elimination of interest charged on federal student loans to remove financial barriers to post-secondary education for those from low- and middle-income families. Through student advocacy, the elimination of interest charged on provincial student loans was won in 2017, and, knocking out interest on the federal portion of student loans will further prevent the student debt cycle making post-secondary education more accessible. The campaign outreach is happening throughout the different students' unions in the province and across Canada.

In the reporting period, the SUVCC has done on campus campaign outreach during the first two weeks of September until the writ was announced for the federal election. In total over 200 pledges were collected and inputted. Feedback on the campaign was positive and members were interested in the campaign since the elimination of interest on provincial student loans. Campaign materials continue to be available in all SUVCC offices and the pledge website is available online.

ii. Supporting Campaigns

Our Time Is Now

Our Time is Now is a campaign aimed to increase youth voter participation in the 2019 Federal election by encouraging members and other young people to vote. This get out the vote campaign is in collaboration with different students' unions across the province through the BCFS.

The SUVCC reached out to members and the public through various on-campus events and other ways all aimed to increase awareness of the federal election, providing information necessary to vote, and discussing issues that matter to students. These events include: fall welcome days, the campaign launch, and an all-candidates meet and greet. In all of the events, pledges were collected.

On September 25, a Popcorn and Politics event was held to engage students about the campaign. The event consisted of a registration station for members to register online, a photo station with the campaign elements for members to take photos and post to their social media, and prize packs were given to students that participated and were selected. The Students' Union invited BCFS Chairperson Klassen and Secretary-Treasurer Joyce to help facilitate the event. On the same day, the Students' Union also presented to the college Board of Governors about the goals of the campaign, the implementation, and youth voter data mentioned in the BCFS's research document, *The Youth Vote: Why Young Voters Can't be Ignored*. Members of the Board provided positive feedback on the research and the campaign plan.

On October 9, a Donuts and Democracy event was held that brought in students and federal election candidates for a meet and greet. Invitations were sent to candidates from the various political parties from all areas of the Lower Mainland. Members and candidates appreciated the opportunities to interact with each other and some faculty members brought their classes into the event.

Overall, the SUVCC collected over 800 pledges for the campaign and received positive feedback from members, faculty, and staff on the outreach done on campus.

Open Education Now

Open Educational Resources (OERs) are teaching, learning, and research resources that are publicly available, adaptable, and editable for usage in the classroom. OERs can replace textbooks, online access codes, and test banks and be offered to students for free digitally or in print for a small price. The BCFS created the Open Education Now! campaign to promote awareness of OERs and work with institutions across BC for more implementation and creation of resources for a variety of courses. The SUVCC continues to build a partnership with the library department to increase outreach to faculty members about the benefits of open education resources by participating in Open Education working group meetings throughout the year. This group has been investigating ways to support faculty in the adoption, adaptation, and creation of open textbooks through the development of an incentive program. The meeting reviewed a draft of the "Open Education Grant Fund Proposal", which is a program that compensates faculty time and efforts to expand OER in the college. A subcommittee of the Curriculum Committee is suggested to be formed to review applications of the funding request from the faculty members.

Throughout the year, the working group focused on securing additional funding to support the adoption and creation of OERs at the College. There has been an increase in OER adoption and creation in various departments such as Adult Basic Education, Hairstyling, and Automotive; however, there is a recognition that the adoption rates between programs varies widely. Interest in OERs has grown among faculty members, especially when students had limited access to the bookstore and library when on-campus services were suspended, in March.

Fairness for International Students

International students make up a substantial portion of the enrolment at BC's public institutions as a result of a multi-year, coordinated effort to recruit them in BC. Without any regulation of non-

resident tuition fees, international students pay two or three times the fees paid by Canadian citizens. Revenue from international student tuition fees is depended on to cover budget shortfalls of institutions due to the funding cuts in public colleges and universities. Without the regulation, international students experience tuition fee increases by any amount and in any given year; which prevents predictability to allow students to budget for their education in Canada. Fairness for International Students calls for a provincial regulation of tuition fees for international students through a cap on increases just as the domestic students have a cap through the Tuition-Fee Limit Policy.

In September 2019, the College administration announced an increase in international student tuition fees for nine programs of up to 20%. Since then, international student members have raised multiple concerns on the lack of communication on the increase of fees, the lack of services, and the ancillary expenses that are unexpected or not communicated by the College. A growing concern was raised that there is a lack of clarity of the role of the College and Students' Union in the experience of international students.

The SUVCC developed an outreach strategy for the campaign starting on the third week of February in the lead up to the Board of Governors meeting scheduled for March 25 where the College would be adopting its 2020-21 budget. The strategy focused on increasing awareness and engagement on the campaign, ensuring that students knew the campaign goals and recognised that advocacy work was ongoing for international student members. Events were planned throughout the reporting period, which included a Wheel of Fortune inspired activity to initiate conversation, along with information tabling sessions. Lastly, an international students' forum was held that allowed international students to share their experience and the issues they faced. Common issues shared in the forum were the lack of services and supports provided to students for immigration paperwork, cultural integration, and transparency of fee increases.

During the transition to an online learning environment, international students expressed immense frustration about the lack of support received to cope with the effects and uncertainties brought on by the pandemic. Access to supports that assist immigration paperwork, provide financial assistance, and offer on-campus services such as the library, counselling, and advising were prevalent concerns raised by international students.

Reconciliation Through Education

Throughout the year, the Students' Union began working with the Indigenous Education department of the college to develop an implementation plan for the campaign. Work on implementing this campaign is still ongoing and the Union is looking forward to working with the Indigenous Education department again in the future.

iii. Coalition Campaigns

Sisters in Spirit

The Students' Union has reached out and met with the Indigenous Education department of the College to inquire about the possibility of collaborating on the Sisters in Spirit vigil more in the future; however, throughout the reporting period, significant changes of staffing in the department has made communication difficult. The SUVCC continues to include the department in the planning of the event.

The SUVCC supported the Indigenous Education department in organising a vigil on campus on October 3.

Period Promise

The Students' Union continues to provide free menstrual products on all campuses. On January 22, the SUVCC endorsed and signed onto the Period Promise campaign. Work is ongoing in ensuring the menstrual product dispensers in bathrooms are filled through the facilities department and the Department of Student Success.

iv. Awareness Campaigns

Consent Culture

The SUVCC organised an event to commemorate the International Day for Elimination of Violence Against Women on November 25. Members were engaged through facts from the United Nations website about violence against women and Let's Get Consensual campaign materials as the 2019 theme is "Stand Against Rape". Members participated in an activity to stamp their hand on a banner that states "These Hands Won't Harm, Break the Silence" as a promise to not participate in violence against women. The banner was hung in the Broadway office for the duration of 16 Days of Activism. SUVCC received positive feedback on the campaign materials and the conversations that the event fostered.

Equity

During the reporting period, the Students' Union utilized the Unlearn Transphobia buttons and stickers during the events planned to commemorate Transgender Day of Remembrance (TDOR). Information about TDOR, creating safe spaces, being an ally, and community resources were presented in a similarly branded tri-fold pamphlet to help educate students and raise awareness.

During the event, many students provided positive responses and posed important questions about unlearning transphobia on campus. Students also participated in leaving positive messages of support to members of the transgender community and personal promises to unlearning and challenging transphobia. It was recognized that more work needs to be done to in making the campus a safe space for all.

v. Local Campaigns

Vote Yes

The Students' Union launched the Vote Yes referendum campaign on September 9 to adjust the UPass fees to be aligned with the new fee structure negotiated by the UPASS BC committee and Translink. The referendum question approved by Translink is as follows:

"Do you agree to continue the U-Pass BC program for all eligible members at \$41 per month as of January 1, 2020, increasing to \$42.50 per month as of May 1, 2020; and allow for up to a 2% annual increase with fees rounded to the nearest nickel thereafter?"

As previously reported, the SUVCC engaged members through various event such as info tabling throughout the reporting period. Campaign materials included: posters, information pamphlets, and phone wallets with mock compass card inserts that had UPass and voting information.

As expected, there was push back received from various members of the college community, such as faculty members of the Adult Basic Education (ABE) department. The Board of Directors were prepared to address their concerns.

The referendum vote concluded on October 8. Members voted yes to continue the U-Pass BC Program at the stated rate.

Orange Shirt Day: Every Child Matters

On September 30, the SUVCC organised an info tabling session to raise awareness for the Orange Shirt Day using materials such as pamphlets, buttons, and posters as tools to create visibility and awareness about the day. Along with this information, orange shirts were provided for students to write promises of personal action to spread awareness of the residential school epidemic and to further educate their peers.

Positive feedback was received from members, faculty, and college staff for the event and campaign. Students that are new Canadians appreciated getting to know the history of Canada further.

c. Government Relations Meetings**BCFS Advocacy Week**

The Students' Union sent Wan and Patigdas to the Advocacy Week on October 21 to 24 held in Victoria, coordinated by the BCFS. Wan and Patigdas met with various Members Legislative Assembly (MLA) from the government and the opposition to propose recommendations such as

- Student Financial Assistance: increase non-repayable student financial assistance options for students from low- and middle-income backgrounds through the creation of a comprehensive upfront, needs based grant program
- Regulation of International Students Tuition Fees: amend the Tuition Fee Limit Policy to add a cap on fees for international students, to create fairness, consistency, and predictability for international student tuition fees; and develop a new BC international education strategy that best support international students holistically.
- Investment in Support for Sexual Violence and Misconduct Policies: review and assess policies in public post-secondary institutions to ensure its efficacy and accountability.

The Advocacy week allowed representatives to meet with the opposition and the government. A lobby document with the full list of recommendations and research can be found in the BCFS website. Generally, MLAs were receptive of the recommendations and the meetings allowed for clarification and myth busting on issues raised. Unfortunately, many meetings with the opposition were cancelled last minute.

Member of the Legislative Assembly, Sam Sullivan

SUVCC representatives met with Sam Sullivan, MLA for Vancouver-False Creek and critic for Advanced Education, Skills and Training, in February. The Students' Union's advocacy for the establishment of an up-front needs-based grant system in the province for the 2020 budget announcement was discussed. Sullivan was receptive to the ask. International Student issues and other information about the College was also discussed.

Mayor's Council

The Students' Union participated in the Vancouver Mayor's Council briefing and federal advocacy update on January 29. This was an opportunity to review the progress of the 10-year vision, senior government funding requirements, and new opportunities to work with the Mayors' Council on federal advocacy efforts.

On February 4, the SUVCC attended a Mayor's Council in which they discussed transit funding they were to lobby the federal government on Broadway-City Hall Skytrain station before the Mayor and delegates left for their lobby meetings in Ottawa.

Budget Announcement 2020

Representatives Wan, Nguyen, and Tabuzo attended the budget announcement in Victoria on February 18, 2020. Wan participated in a video interview sharing how the announced BC Access Grant Program help students.

Representatives were also present at the Annacis Island Campus on February 28 for the government announcement of the BC Access Grant Program. Wan presented a speech on behalf of students, commending the announcement and the advocacy work done by students in BC.

Select Standing Committee of Finance and Government

The Students' Union presented to the committee on June 19, 2020 along with representatives from the BCFS and other Students' Unions in the province. The ask focused on the increase of funding for open education resources to support creation and adoption of materials. The SUVCC emphasized that some institutions need more assistance in improving their adoption rates and the pandemic has exacerbated the lack of resources faculties and staff have in order to fulfill increased demand as classes transition online.

d. Coalition and Solidarity Work

i. Relations with Institution Staff

The Students' Union maintains good relations with institutional staff. The Board met regularly with senior management before each Board of Governors meeting. In addition, the Students' Union worked with the Associate Vice-President, Dr. Jane Shin, to work towards more services for students on campuses.

ii. Relations with Institution Faculty

The Students' Union has received some push back from the Faculty Association around the UPASS referendum as they continue to support the removal of all student union fees for ABE students. The Faculty Association is undergoing layoffs from various programs within the ABE department due to chronic underfunding of basic literacy and numeracy education up to grade 8.

6. INTERNAL AFFAIRS

a. Finances and Statutory Compliance

i. Audited Financial Statements

The Audit process is scheduled for November 16-20, 2020.

ii. Fee Collection

Federation

The BCFS fee is currently being directly remitted to the Federation by the Institution and has been increased for CPI.

Local

The SUVCC's fee for the reporting period was \$40.91 subject to inflation. In addition to the membership fee, members also pay a \$2 accessibility fund fee.

iii. College and Institutes Act Compliance

The Students' Union is in compliance with the Act.

iv. BC Societies Act Compliance

The Students' Union has become compliant with the new societies act, as of July 2017.

b. Federation General Meetings

i. 76th Semi-Annual BCFS General Meeting

The SUVCC sent delegates Yeung, Wan and Patigdas to attend the virtual general meeting.

ii. 38th Annual BCFS General Meeting

The Students' Union sent six delegates to the meeting. Delegates reported positive feedback on the structure of the overall meeting. The varied presentations and sessions also received positive feedback from delegates; the presentation about the Period Promise was helpful to understand the importance of the coalition campaign and its different tenets. The open sessions were informative and provided tangible skills to be taken back to the SUVCC.

Overall, delegates found the new structure of the meeting effective in creating spaces for learning. The activities and discussion that occurred during the forums were helpful in understanding how to apply gained knowledge in the local context.

c. Board of Directors Elections

The Board's nomination period opened on September 04 and the election was concluded on September 28. The results were as follows:

Annacis Island Campus Representative	vacant
Broadway Campus Representative	Kayle Tabuzo
Broadway Campus Representative	Marcus Ng
Chairperson	Mandy Wan
Downtown Campus Representative	Joshua Sanchez
Downtown Campus Representative	vacant
Director of College Affairs	Jessica Yeung
Director of Events	Nicky Tran
Director of Internal Affairs	Alexandra Nguyen
Indigenous Student Representative	vacant
Queer Student Representative	vacant
Women Student Representative	Marie-Claire Lantin

The Students' Union held its annual Board Orientation on October 26 and 27 at the BC Federation of Students' office in New Westminster. Federation Representative Michael, attended the Orientation to present and participate. Presentations included: Introduction to the Students' Union; Introduction to the BC Federation of Students; Board Rights and Responsibilities; PSE Decision Making Structures; Membership Outreach and Services; and Robert's Rules of Order.

d. Events

The Students' Union has done regular Welcome Back Day Events at Broadway and Downtown campuses, for fall the SUVCC had a BBQ and in winter a Winter Welcome at both campuses. At the Annacis Island campus there was a Welcome Back Day for the new cohorts, the Students' Union provides coffee, donuts, swag and a class talk about campaigns and services.

The Students' Union has done stress buster week during exam time scheduled near the end of the fall and winter semester. The stress buster week consists of a 'Donut Worry' event where the local surprises students with donuts for stress busters, also puppy therapy, art therapy and yoga.

One of the most successful events in the reporting period was the collaborative event between the International Education Department and the Students' Union for Lunar New Year.

e. Membership Development

The Students' Union continues to do regular events and classroom talks to promote the Students' Union and its campaigns and services to members. This event include things like the Welcome Days bbq, free food days, movie days, and regular tabling. Any members interested in volunteering for events should contact the students' union for more information.

f. Communications

The SUVCC underwent a strategic planning day that focused on a communications strategy, including a future plan for new website design and a social media schedule to promote member engagement.

g. Staffing

The Students' Union hired Brynn Joyce to fill the leave of absence of Anthem Postnikoff in the role of the Services Coordinator.

h. Upcoming Board of Directors Meetings

The SUVCC meets bi-weekly rotating between the Downtown and Broadway campuses. In March, the Students' Union began hosting these meetings online via Zoom, maintaining a bi-weekly schedule.

7. COLLEGE RELATIONS

a. Board of Governors

The Students' Union attends each meeting of the Board of Governors to present on the work of the students' union and to lobby to the Board of Governors about different issues that impact students at the College. The Board of Governors is the highest decision-making structure at the College and determines items like tuition fee increases and program creations/cancellations.

At the meeting on September 25, the College senior administration announced that they would be increasing international tuition over 9 programs by up to 20%. The Students' Union met with senior administration prior to the board meeting to discuss these increases. The Students' Union was told that these increases are due to programs not being at cost-recovery as they should be, mandated by the Government. These increases were brought forward to the Board of Governors as an information item and the SUVCC informed the members of the Board that the SUVCC believes this is not in compliance with the Societies Act. The SUVCC stated that this item should be brought forward as a decision made by the Board as it is the responsibility of the Board of Governors to manage, administer and control the property, revenue, expenditures, business and affairs of the institution as outlined in the Colleges and Institutes Act.

On November 26, the SUVCC and BCFS Organiser Davies met with the Board of Governors Chair Joey Hartman and Co-Chair Libby Davies to discuss the tuition increases and the legal responsibilities of the Board. The Board met on November 27, where a 2% increase to international tuition fees, excluding the 9 programs previously increased at the September meeting, was brought forward as an information item again.

The SUVCC sent a letter on June 24 to the Board addressing the need to suspend increases on tuition fees for the upcoming fall semester as students were facing unforeseen circumstances brought on by the pandemic consequentially increasing their financial challenges. Further, the increases on international tuition fees that were set to be implemented were not approved in accordance with the College and Institute Act, therefore, they should have been deemed as an invalid increase. On July 3, the Board Chair responded to confirm the receipt of the letter and acknowledge that the Board was aware of the legal opinion sent in November. In this response letter, it is stated that the implementation of scheduled tuition fee increases would not be suspended. Both letters are attached as an appendix to this report.

b. Education Council

Throughout the fiscal year, the Education Council met on October 9, November 13, December 11, January 8, February 20, and March 12, April 2, April 9, May 14 and June 11.

The council has developed a University Transfer science certificate agreement for students who transfer into the second year Bachelors of Degree in Science program at Simon Fraser University. Graduates of the VCC program may be awarded up to 34 transfer credits that could be applied towards the first year of the SFU Bachelor of Science program. The program will be presented at the next Board of Governors meeting.

The Council is also working on revamping the Auto Collision and Refinishing Diploma to focus the course content on international students. The program fees for international students will be the same as the fees charged to domestic students.

The Council completed the annual Academic, Students & Research report from Deans and it has been presented to the council. Throughout the meetings the Education Council approved a number of new programs and courses including an Associate of Arts Degree program, a new Career Planning course, and a Transportation Trades Sampler program.

c. Institution Committees

The Students' Union maintains a good relationship with the college and continues to have access to all college committees as the body that appoints student representation.

8. SERVICES

a. Provincial Services

i. BC Student Discount Program

The deals app is the evolution of a discount program that previously used a physical card to save students money at participating businesses. The app, launched in 2019, was developed to better fit the needs of members by allowing them to easily find savings near campus, in their home town, or while travelling throughout BC.

The value of the discount program is a joint effort between SUVCC and the Federation's BC office. The BC Office works to secure regional and province wide discounts while SUVCC focus their solicitation efforts primarily on partnering with local businesses.

ii. Members' Handbook and Dayplanner

The SUVCC ordered 5,000 handbooks for the 2019/20 year. The Handbooks were well received by members, especially with the updates to the calendar section and the high-quality photography that was selected for the artwork. This service remains one of the most popular services of the students' union. This year the Students' Union was not able to distribute all of the handbooks due to the transition to online learning compared to previous years.

iii. Orientation and Promotional Materials

The Students' Union holds its Annual Board Orientation in October every year. New board members learn about the Students' Union and the provincial Student Movement along with an introduction to Directors' Rights and Responsibilities, Working Collectively, and Robert's Rules of Order.

The SUVCC placed a new order for the bulk purchase to replenish stock. Items ordered include more pens, water bottles, cellphone wallets, lanyards, and notebooks.

iv. Online Services

The SUVCC moved the website and email hosting to the Federation's platform. The SUVCC created a strategic plan outlining the need for an updated website service that will be implemented in the following year.

v. Ready Education Mobile Application (SUVCC App)

The Students' Union has partnered with the BC Federation of Students to use the SUVCC app. This mobile application works on both android and iPhone mobile phones and provides a number of tools for students to communicate with one another, learn more about services and campaigns and events.

The app continues to be widely used on campus and members are encouraged to download it to keep up-to-date with events happening on campus. There was an increased download and active users in spring. The SUVCC app has proved to be a valuable tool for communication while offices were closed during the COVID-19 pandemic.

vi. British Columbia Student Health Consortium

The Students' Union voted to join the BC block plan in June of the reporting period. This created the opportunity to reduce the health plan cost for members by 4.1% for the 2018-19 academic year.

b. Services

i. Free Printing

The Students' Union offers a free printing service, granting all students 150 pages of free printing accessible at the Broadway and Downtown campus offices. The service has been incredibly popular, with over 15,000 pages of printing utilised along with the added benefit of connecting the students' union with members who normally would not have engaged with the students' union. The students' union also sells additional printing for \$5 per 100 pages. The Downtown office renovations doubled the capacity for the printing service which was recognised and well received by members.

The service was suspended in March due to COVID-19 safety measures and continues to be closed until a safety plan can be developed.

ii. Yoga

The Students' Union offers a free yoga service for members on a sign-up basis. The service was being delivered in-person every week alternating between the Downtown and Broadway campuses, which had good uptake with classes being filled at max in the Broadway campus.

In the beginning of the spring 2020 semester, the service had been put on pause as the instructor transitioned into an online format. Throughout the summer semester, planning took place to be able to safely offer the service virtually in the fall.

iii. Office Services

The Students' Union Offices are open Monday to Thursday between 10:00 am and 4:00 pm. In the office students can access a number of different services like free Canada-wide faxing, scanning, and printing. Additionally, the Broadway campus has a number of board games and sports equipment available for students to borrow for the day for free.

iv. Student Advocate

The Students' Union also offers a Student Advocate to assist students when navigating system of the College. The Student Advocate can assist in grade appeals, conduct appeals, or mediate issues between the College, faculty, staff, and students. This service is free and confidential for members to use.