

UTSU Final Executive Report 2015-2016



To the board and the members of the UTSU, we wish to sincerely thank you all for coming with us on this journey this year. It's been full of surprises, challenges, and lessons learned and unlearned. The most important things we've done this year are in this final executive report and we hope that if you have any questions, you won't hesitate to contact us or the new executive taking office on May 1st, 2016.

Thank you,

2015-16 UTSU Executive

Ben Coleman, President

Ryan Gomes, Vice-President Internal and Services

Vere-Marie Khan, Vice-President University Affairs

Jasmine Wong Denike, Vice-President External

Sania Khan, Vice-President Equity

Alessia Rodriguez, Vice-President Campus Life

Uranranebi Agbeyegbe, UTMSU President

SEXUAL VIOLENCE REPORT

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In the fall of this year, the University Administration released its report which was presented to the Advisory Committee on Sexual Violence. I have had many frustrations with the committee process and the final report, and working with Jasmine Wong Denike, we have been able to successfully bring these to the attention to the Office of the Vice-Provost, Students and the incoming Vice-President of Human Resources. The success of these changes will hinge on holding the University to account on updating its policies, starting a support office for students who have experienced sexual violence for each of the three campuses, and ensuring that the education programs required to eliminate rape culture at UofT are detailed, widespread and effective. My efforts on this issue this year have been helped by many inspiring activists and friends who are survivors of sexual violence. and I owe a huge debt of gratitude to all of them for their help and input in trying to make UofT a campus that respects, believes, and supports students who have experienced sexual violence.



GENERAL EQUITY DIRECTORS

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This year, the UTSU added 6 new general equity directors to represent various constituency groups including: women's director, racialized director, indigenous students' director, queer director, international students' director, and a students' with disabilities director. These directors will sit on the UTSU board and provide a perspective that will hopefully improve the lives of students on campus in the upcoming year.

JUMP UP AND WAVE

**LIVE CARIBBEAN
MUSIC PERFORMANCES
FREE BBQ AND DOUBLES
JULY 30. 12-4PM
UTSU LAWN. HART HOUSE CIRCLE**



CARIBANA

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The joint event with APUS for the celebration of Caribana was very successful and brought many different groups out to celebrate Caribbean culture and identity. It promoted inclusivity and allowed many students to feel welcome on campus, and to feel as if their Student Union is more approachable. It was a good example of ways to reach out to a large variety of people through music, food and socializing.

ENGSOC FEE DIVERSION

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A matter of great importance this year for the UTSU was resolving past grievances with divisions on campus. Chief amongst these was dealing with long standing issues with the Engineering Society (EngSoc), which held a referendum to divert fees in 2013, passing with 95% of students in favour. In order to resolve many of these issues, the UTSU executive worked over the summer

months to begin implementing requested reforms and dealing with the duplication of services currently existing between EngSoc and the UTSU. This culminated in the creation of an Associate Membership agreement, which diverts 50% of membership fees paid by Engineering students back to EngSoc. This agreement was passed by both boards, signed, and will now govern the relationship between UTSU and EngSoc for many years to come.

EXPANSION OF SERVICES

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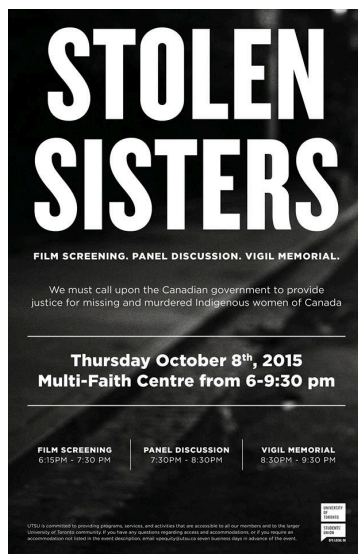
An issue that was brought up over the course of the year was the accessibility of the UTSU's services. To that end, the UTSU sought to franchise its services to various colleges and faculties in order to foster a greater sense of collaboration between the divisions and the UTSU, as well as ensure students could access the UTSU's entertainment sales services at various places across campus. In the end, the UTSU signed franchising contracts with VUSAC, FMUA and UCLit, and hopes to expand this project in the future with other divisions on campus.



WAB KINEW: ON RECONCILIATION & THE TRC REPORT

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On Wednesday, Feb 24, 2016, as part of Indigenous Education Week, UTSU joined collaborative efforts brought forward by ASSU in order to host best selling author, broadcast journalist, administrator and Indigenous advocate, Wab Kinew as he addressed reconciliation and the findings of the Truth and Reconciliation commission.



STOLEN SISTERS: A CALL FOR JUSTICE

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On Thursday, October 8th, 2015 the UTSU hosted a tri-part event dedicated to calling for a national inquiry into the missing and murdered Aboriginal women of Canada. The evening began with the screening of Antonio Hrynchuk's documentary, "Stolen Sisters" which takes viewers into the stories of those missing, and follows the desperate search to find these women. The documentary was then followed by a

contextualize the issue of violence against Indigenous women, girls, and two-spirit people, as well as to discuss the corrective actions that need to be taken by the Canadian government in order to provide justice for these women. Panelists included: Brenda Wastasecoot, PhD Candidate, Aboriginal Studies at UofT, Amber Gooden, BHS, Office & Communication Assistant Trainee at Toronto Aboriginal Support Service Centre (TASSC) and Valerie



DEMOCRACY WEEK & ELXN42

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The inaugural Democracy Week took place before the 42nd Federal Election with the intent of informing students about not only the election, but also their right to vote. It was incredibly successful inasmuch that we had a record number of students voting at the polls! With events for both voters and those who were unable to vote, Democracy Week catered to all students at U of T. We collaborated with groups such as APSS and brought a debate of local candidates, as well as a forum of foreign diplomats to answer the questions and concerns of students in order to inform them.

A #voteposal campaign was also launched with the intent to encourage youth to vote.

SMC MENTAL HEALTH WORKSHOP

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A mental health workshop was held at St. Michael's College with SMCSU. It was successfully led by Lesli Musicar, M.Ed, an established psychiatrist in her field of Cognitive Behavioral Therapy. She presented to a room of students about grounding techniques, ways of dealing with anxiety, and other mental health issues. The event was successful in that the students who did attend were very educated and thankful for the resources given.

E(X)PRESSION AGAINST OPPRESSION

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eXpression Against Oppression (XAO) aims at challenging oppression in various forms and raising awareness about equity and social justice issues. XAO typically lasts one to two weeks. We collaborate with a number of campus clubs and groups to host a variety of events including workshops, seminars, art shows, performances, and large-scale keynote speaker series. Past speakers have included David Suzuki, Stephen Lewis, Naomi Klein, Vandana Shiva, Winona LaDuke, Angela Davis, Ward Churchill and Rubin Carter.

FUCK YOUR BIGOTRY

For a country that prides itself on being a cultural "mosaic," yet systematically marginalizes minority groups for not assimilating to Western standards of living//learning//speaking//being, we are left with no choice but to resist these notions of assimilation and colonization. In this way, the UTSU held a performance-based event on Mon, Nov 16, 2015 (National Day of Tolerance) with the aim of celebrating our diverse roots, backgrounds, and narratives through an artistic light. This event was in collaboration with the ESSU, the BSA, SAIA, the TSA, and LGBTOUT.

WE ARE IN A STATE OF EMERGENCY

The Black community within Toronto continues to experience extreme marginalization, systematic disadvantage, restricted access to housing, racial profiling in policing/security/education, criminalization, over-representation in the criminal justice system, and high levels of unemployment. These injustices are continuously neglected by the general public, and are thus unaccounted for.

YOU ARE NOT FORGOTTEN

On Friday, November, 2015 from 6-8 PM, the SJ&E Commission and Trans Inclusivity Projected held a vigil to honour and remember trans women of colour whose lives and deaths are not given deserved attention and respect. This space was created to not only provide trans women of colour the ability to project their anger, demands and needs, but to also allow for folks to discuss the need for effective solidarity work by allies. Together, we hoped to create a safe space to discuss and mobilize against violence on trans women of colour.

MISHKEEGOGAMING FIRST NATIONS CLOTHING DRIVE

On Tuesday, November 17th from 12-4 PM, the SJ&E Commission held a clothing drive for the Mishkeegogamang First Nation community in the Multi-Faith Centre, where we asked students to their lightly loved winter wear to help the Mishkeegogamang community in North-Western Ontario prepare for the upcoming winter season ahead! We will be more than happy to take donations in the form of winter jackets, scarves, gloves, mittens, sweaters, and any other outer wear.

On Tuesday, November 17th, 2015, the SJ&E Commission and ASSU hosted Desmond Cole in an unfiltered discussion on the ways in which anti-Black racism manifests in Toronto and the affirmative actions that need to be taken by Torontonians, the police force, and the government in order to remedy these injustices. In addition, a portion of this event was dedicated to discussions on anti-Black racism allyship, and what it means to be an active ally to the #BlackLivesMatter movement. Non-Black allies are encouraged to participate in the space through active listening and internalized reflection.

SOLIDARITY WITH PALESTINE

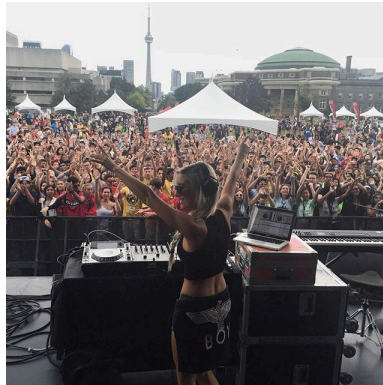
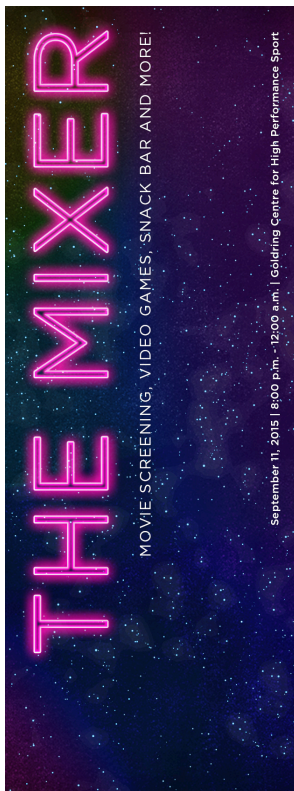
For decades, Israel has denied Palestinians their fundamental rights of freedom, equality, and self-determination through ethnic cleansing, colonization, racial discrimination, and military occupation. Despite abundant condemnation of Israeli policies by the UN, other international bodies, and preeminent human rights organizations, the world community has failed to hold Israel accountable and enforce compliance with basic principles of law. Israel's crimes have continued with impunity. A new generation of Palestinians is marching on the footsteps of previous generations, rising up against Israel's brutal, decades-old system of occupation, settler colonialism and apartheid. Tens of thousands of Palestinians have joined demonstrations taking place in dozens of cities across historic Palestine and in refugee camps in neighboring Arab countries.

On Wednesday, November 18th, the UTSU, in collaboration with SAIA, CAIA and the GSU BDS Ad Hoc Committee screened the film "Roadmap to Apartheid" which draws upon the parallels of laws and tools used by both Israel and apartheid-era South Africa. This film allowed for viewers to see what life is like for Palestinians in the West Bank, Gaza Strip and inside Israel while gaining a deeper understanding of the conflict with the help of respected analysts on the subject. The film screening was followed by an open discussion facilitated by members of SAIA at U of T about key themes from the film in addition to the current situation happening on the ground in Palestine.

UTSU FEST 2015

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UTSU Fest 2015 was incredibly successful featuring many classic events that always bring in many students. Events such as Clubs day, where over 100 clubs and sponsors participate in introducing new and returning students to what they have to offer; the parade and concert, featuring DJ Miss Shelton, Francesco Yates, and Shawn Desman as our headlining act; to the mixer at the Goldring Centre for High Performance Sport as well as the club night at Sound Academy and Cabana Pool Bar. Ending off the series of events with the Street Fest and Homecoming only made the new school year more successful. We hope to take the lessons we've learned from this year's amazing experience to make Orientation 2016 even bigger and more successful than ever seen before.



CANADIAN FEDERATION OF STUDENTS

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There were 2 General Meetings held for both CFS-Ontario and CFS National. At these meetings, the VP External sent various delegates from the board to attend and bring forward motions as well as discuss the going's on of the organization. In addition to the CFS-ON Skills Symposium, there was a lot of engagement with the CFS and in future, we will continue to work with, and examine, the relationship the UTSU has with the CFS.



PRIDE 2015

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On June 23, University of Toronto Students' Union (UTSU), the Association of Part-time Undergraduate Students (APUS) and Woodsworth Inclusive (WINC), hosted Pride Picnic 2015! This free event featured food, music, games, prizes to celebrate love, peace & diversity. Then, on June 28, the UTSU led the UofT Pride Parade 2015, which brought together students from all UofT campuses to join in on the celebrating the victories of the LGBTQ+ communities, honoring their histories, and continuing the fight for justice.

MANDATORY INDIGENOUS STUDIES COURSE

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In the wake of the recent release of the full report from the Truth and Reconciliation Commission of Canada (TRC), which involved a total of 94 "Calls to Action" which cover steps institutions and people can take towards expediting reconciliation, the UTSU joined lobbying efforts put forward by the Native Students' Association (NSA) to have the administration implement a mandatory Indigenous course requirement for all UofT students. So far, the online petition has received over 5000 signatures. By the end of the academic year, the UTSU, in collaboration with NSA and ASSU, will also be releasing a video encouraging students to become more involved in the lobbying process.

BDS LOBBYING

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Throughout the course of the past term, participation in the Boycott, Divestment and Sanctions (BDS) human rights movement against Israeli apartheid was at forefront of the lobbying efforts taken on by the SJ&E Commission. These efforts included collaborations with Students Against Israeli Apartheid, the GSU BDS and the Coalition Against Israeli Apartheid in order to both raise awareness and mobilize students to resist UofT's continued financial investments in the Israeli Defense Force and subsequent complicity in the occupation of Palestine. As a result of these lobbying efforts, momentum has grown on the St. George campus and will hopefully lead to the eventual divestment of UofT from investments in companies benefitting off of Israeli occupation.

EXTERNAL PARTNERSHIPS

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The UTSU has worked with various external groups including, but not limited to Places4Students, WhereIPark, UofT Housing Services, etc. We are looking to only partner with groups that both benefit the UTSU as well as its members with services that aren't already duplicated by popular companies (e.g. Facebook, Instagram, etc.) and can bring our students a something they have yet to experience.

HEALTH & DENTAL PLAN

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The UTSU Health and Dental Plan underwent a great deal of changes this year. After uncovering that the plan had incurred a net loss of \$1.6 million since 2010, the UTSU engaged a new insurance broker, Studentcare, in order to solicit quotes for the first time ever in order to get a new health and dental plan that would no longer saddle students with massive deficits. Based on the results, the UTSU switched from Greenshield to Desjardins and saved millions of dollars in premium costs for students. As such, the UTSU will now be on a fully insured plan for the next two years, guaranteeing that it would no longer lose money on its health and dental plan.

ACADEMIC ASSISTANCE & STUDENT RIGHTS

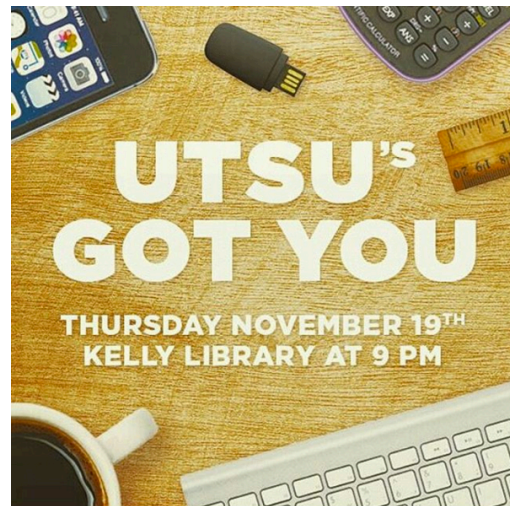
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Throughout the term, the VPUA was sent a number of emails and assisted a number of students with issues from academic plagiarism to representing students at different meetings with Professors. As a consistent duty of the VPUA, it took up many meeting times and scheduling with students outside of the office and meeting for academic petitions and resources.

UTSU'S GOT YOU

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Exams are always a very stressful time for all of our students. The idea of this event is to provide snacks to students while studying, especially later at night when most places are closed. The aim was to accommodate and reach out to different places and at different times, as well as to provide a variety of snacks. Also we, aiming to collaborate more with colleges, we held one UTSU Got You together with Victoria College for the first time. For each event we provided food to about 150-200 students.



SICKKIDS DANCE MARATHON

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We collaborated with SickKids UofT in their friendly fundraising competition: Under the UTSU team we raised money towards the main goal of \$15,000. "The Dance Marathon UofT (DMUofT) helps raise funds for The Hospital for Sick Children (SickKids) to support their needs in childcare, health research, and many more initiatives.



FEES CAMPAIGN

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Due to mental health reasons, the Fees Campaign was put on hold for this term. However, all of the information and graphic design shall be passed onto the future VPUA for use. With all of the groundwork completed, the new VPUA shall have no problems when enacting the campaign with a premade schedule, set graphics and online promotion plan already drafted.

FROST WEEK

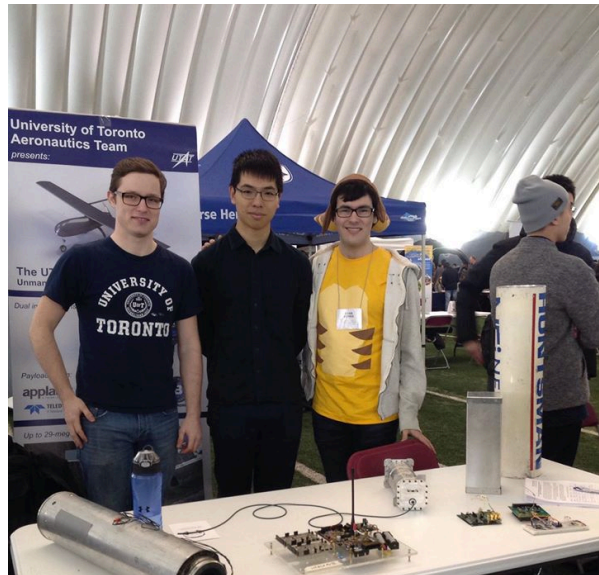
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The idea of Frost Week is to welcome you back to UofT after the winter break. This event provides students with a chance to start the year with some fun winter activities and a chance to network with clubs and other students. Some of these activities included our long-awaited Club's/Career's Fair, Blues Men's Hockey Game, a Concert, an Art Show, and many other events. Tyler Shaw joined us on January 14th at Hart House Great Hall for a FREE concert, for which we had an attendance of about 300 students. The Clubs and Summer Job Fair took place at the Varsity Stadium. We were able to double the attendance from last year, welcoming over 1000 students throughout the day.

FROST WEEK CONCERT FEATURING **TYLER SHAW**

January 14, 2016
Doors open at 7pm
Hart House Great Hall

This event is open to all UofT students.
TCard required for admission.
All ages event.



POLICY & BYLAW CHANGES

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A number of policy and bylaw changes were also pursued this year, in order to ensure the UTSU was both transparent and operated more efficiently. A new board structure (proposed by Khrystyna Zhuk, Daman Sign and other members) was implemented in order to comply with the new CNCA legislation, ending a 2 year saga that puts the UTSU on solid legal footing. This included the creation of a new VP ProFac position as well as academic directors and equity directors. A proportional amendment was introduced in order to ensure that committees are representative. A new budget policy was crafted in order to ensure that it was completely transparent where the money was going within the UTSU. Finally, a new policy on executive accountability was introduced, including a mechanism to impeach executives and withhold pay for work not done during the year.



RUPI & KEERAT

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On Thursday, November 26, 2015, the SJ&E Commission and Campus Life Commission hosted poet goddess, Rupri Kaur as well as rhythm queen, Keerat Kaur for an evening of healing, self-love and empowerment.

U4CONSENT

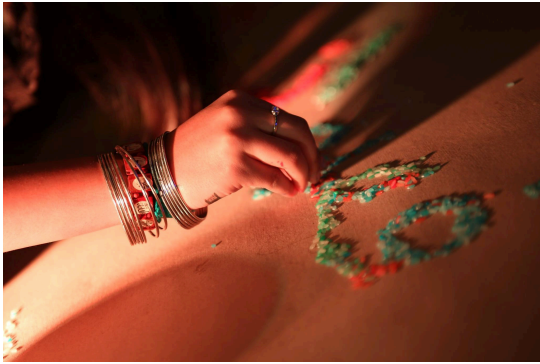
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The U 4 Consent campaign was created this year with the purpose of running alongside the “No Means No” campaign of the CFS. It’s important to note that this campaign is focused heavily on consent culture. Although it is not yet complete, the groundwork has been laid for future executives to further the purpose of the campaign in three layers: introduction, survivor-focused, administrative lobbying. U of T does not have an acceptable policy, nor does it provide acceptable resources to students therefore it’s important that the UTSU continue it’s advocacy to bettering safety on campus, especially considering minorities and ensuring that those who’s voice need to be heard are getting their chance at the microphone.

ACCOUNTABILITY CAFE

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This year, we first implemented Accountability Café’s. They served the purpose of introducing the students’ union back to its students through events held at various locations on campus so students aren’t intimidated, feel at ease, and can ask their UTSU executive tough questions to hold them accountable. This year, we visited St. Michael’s College, Engineering, Woodsworth College, and University College. Hopefully in the future, we can expand them so that they occur monthly and span other locations on campus often frequented by students.



CULTURE SHOW 2015

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Under the Campus Life agenda, the University of Toronto Students' Union and The Woodsworth College Students' Association came together to bring students an event celebrating UofT's diverse communities. With the participation of student cultural clubs, the event showcased a variety of entertainment, including: henna design (India), painting (Bangladesh), latin dance (Brazil), music, dance, and food.

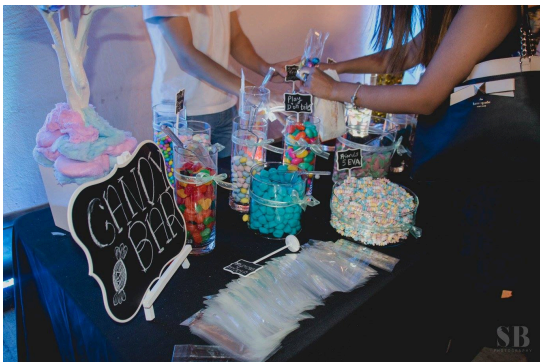


UNITY BALL

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Our 7th Unity Ball took place on February 25, 2016 at Hart House's Great Hall. This event highlights and celebrates the work done by hundreds of our student clubs and social groups. Aiming for higher accessibility and inclusivity, we made Unity Ball a FREE event for the very first time. More clubs were able to attend and be part of Unity Ball since many used to face financial barriers to do so. Attendance increased by 100 people compared to last year. This formal also served as a space for clubs to meet and connect with each other for future collaborations.



This event was open to all students and included a Hart House buffet, dancing, music, candy bar, photo-booth and Awards Ceremony.



FALL READING WEEK

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A collaborative campaign with ASSU, Fall Reading Week took up much of the Fall semester in terms of planning and executive. The massive campaign required class talks, scheduling, graphics, online push and postering. Education was necessary for students to understand the vote. Following the overwhelming majority vote, Fall Reading Week hopefully has been scheduled with the Faculty of Arts and Science for the following year after next.

MUSLIM ACTIVISM

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The purpose of this event was to showcase the experiences of Muslim students who have held positions in various unions and boards, we will be talking about struggles, benefits and intentions - we hope to inspire more Muslim students to enter the sphere of campus governance and activism. In such a role, they can interact with fellow students and push for justice and equality for not just Muslims but all students. Whether it's issues of accessibility, accommodation, tackling discrimination at a systemic level and other equity and justice-related causes, we need to step up and BE the representation.

HEALTH & WELLNESS

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Throughout the year, I have worked with Vere-Marie Khan, VPUA to closely consult with Health and Wellness as they integrated Counseling and Psychological Services into the general clinic. We were able to get some fixes to communications problems with their new website to ensure that students are still able to access vital information. We have given advice on how to appropriately help students who seek help using social media and will be continuing to meet with Health and Wellness in the next year to evaluate if the changes have lowered the long wait times to psychological counseling and to push for further improvements.

SEXUAL VIOLENCE VIDEO

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The VPUA kept in contact with Dean of Students at St. Michael's College where they rolled out a few awareness videos for first years on residence. Included in these videos are examples of sexual violence on campus and alcohol. The VPUA worked with the Dean of Students in the initial process to organize ways to make the video more relatable, accessible and to avoid common traps such as victim blaming or trivializing.

RACIALIZED STUDENTS' COLLECTIVE

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At the beginning of the academic year, the Social Justice & Equity Commission launched the UTSU Racialized Students' Collective (RSC). Students on our campus and beyond encounter racism, discrimination and oppression on a daily basis- both on a systematic and overt level. In this way, we are in dire need of spaces run by people of colour for people of colour to collectively heal, empower and mobilize. The aim of the RSC is to hold monthly events that aim to challenge privilege & power, understand various forms of racism & oppression, and to allow racialized students the opportunities to lay bare their narratives and experiences. Together we aim to foster an anti-racist environment within the university.



STUDENT COMMONS

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Throughout the year, I have been working with staff, project planning at UofT, and our architect Süperkul to begin design and planning work for the Student Commons. We have had multiple meetings with service groups, and multiple iterations of schematic design and will be moving forward next year to define the business plans of our food service operations and develop detailed designs for construction, which is scheduled to start in October. The

amazing job revitalizing the building and turning into what will be a vibrant hub for our members, clubs, service groups, and the UTSU. The building is scheduled to open in Fall 2017. I would especially like to thank the UTSU staff who have helped deal with the colossal workload of moving this project along, including Vita Carlino, Adnan Najmi, Terri Nikolavesky, and Tka Pinnock.

BHM SPOKEN WORDCASE

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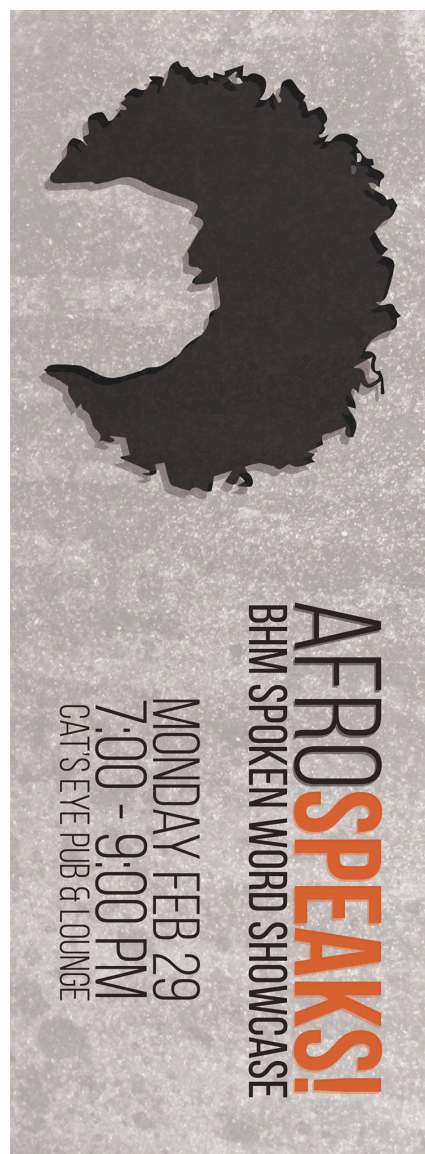
On Monday, February 29th, the SJ&E Commission commemorated the end of Black History Month with an evening dedicated to clapping back to the traumatic grips of white supremacy, standing up against the endless trials and tribulations of Black/African/diasporic experiences & history, and joining together to celebrate the power of Black love. The tone of this space was to welcome expressions of the radical and critical truths about Blackness/African-ness as it interacts with a white supremacist global system. Collaborators included the ASCU, the NSA, the RSC and the VUSAC.



ANNUAL IFTAR

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In collaboration with the MSA, WCSA, HUMA and ASSU, an iftaar was hosted for UofT students to gather for an evening of gratitude and reflection in the blessed month of Ramadan to break fast. The space also hosted Sheikh Ahmad Saad Al-Hasani from Seekers Hub Toronto who will give a brief talk before iftar.



BEING MUSLIM

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On Monday, March 21 from 5-7 PM the UTSU SJ&E Commission, the MSA and the WCSA created a space dedicated to having Muslim-identified students, staff & faculty share their experiences, heal with the community, and mobilize toward a better experience for Muslims on campus and beyond.

CLUBS FUNDING & CLUBS COMMITTEE

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As we met the application deadlines for funding levels two and one by January 15th and February 5th, respectively, we closed with a total of 220 applications. This number clearly reflects an increase from last year's numbers. It is great to see more interest from clubs, but this increase in numbers definitely set a harder challenge for the Committee.

Since only 67 applications were processed last semester, over 150 applications were left for the new committee to process. I therefore prioritized clubs funding due to the high demand and uneasiness of clubs, and I was able to schedule 6 meetings within the month of February:

January 29th (1pm-4:30pm)

February 2nd (1pm-4:30pm)

February 12th (10am-1pm)

February 13th (10am-4:00pm)

February 16th (2pm-5:30pm)

February 19th (1pm-4:30pm)

For more detailed information, please refer to the Clubs Committee Meetings' Minutes.



MONTREAL READING WEEK TRIP 2016

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In collaboration with TNT Tours, I was able to plan and execute our annual MTL Trip. This 3-nights-4-days trip took place from February 17th to the 20th and included transportation, accommodation and a series of daily activities. I worked to improve attendance from last year, so I committed myself to do more outreach and improve social media. We had over 70 students attending. Everything worked as planned.

ELECTIONS PROCEDURE CODE

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Over the course of the year, a lot of changes were made to make UTSU elections fairer and more accessible. The First Past the Post system was abolished in favour of a fairer STV model, and physical campaigning was removed from voting days in order to ensure students wouldn't be harassed day in and day out. 24 hour voting was implemented, non-UTSU member campaigning was banned and polling stations were AODA compliant in order to ensure that all students could access them. Executives were forced to take unpaid leaves if they wished to run again, and a greater emphasis was placed on online campaigning. Overall, this has resulted in a fairer EPC, and the UTSU will continue to improve upon it in the coming years.



CRICKET TOURNAMENT

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On January 31st, the UTSU in collaboration with UTSAC, held the 'Champions Trophy Cricket Tournament'. This event took place at the Sports Gym of the Athletic Centre from 10am to 4pm. Over 12 teams registered for this event.

CLUBS FAIR REGISTRATION: SUPER EARLY DISCOUNT

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Thinking of always doing our best to alleviate clubs' expenses, I decided to implement, for the very first time, a super early bird discount for clubs' attendance at the Club's Fair for this coming Orientation Week 2016. The Club's Fair is usually one of our biggest events and key experience for both, incoming students to learn about all the different communities they can join, as well as for upper year student to expose their clubs. As the recognition process has just opened, we decided to give a 75% discount to the first clubs to apply.

CLUBS MEETINGS: FUNDING & RECOGNITION OVERVIEW

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I have committed myself to improve communication with clubs. For the past month I have been meeting with as many clubs as possible. Before the deadline for funding level 1 on February 5th, most meetings were about overviewing applications; however, I have also met with other clubs to check upon their progress, future plans and possible collaboration, as well as I have attended their events to show support.