

Appendix: I'm on a dolphin doing flips

Vice-President (Operations) Summer Plan 2009-2010

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1.0 Overview

The summer is the time where I, the V.P. Operations, can finally sit down and do work for EngSoc without the looming threat of assignments and exams. In all honesty, it's the only time for me to be as productive as I truly want to be with a position as vast as this one. While I hope you find the summer plan thorough, I can guarantee to you that I will make more and more additions to it as time goes on simply because the more I learn, the more I want to do. I do want to say that it is likely I may have missed some things in here, hopefully not important, but please don't hesitate to let me know, I want your feed back so that I can make this summer the most productive one for the society as it can possibly be. The summer plan will be focusing around the following objectives;

1. Learning, Research, Grasping the Entire Role of VPOps
2. Developing Systems and Databases
3. Daily Tasks
4. Finances
5. Cleaning and Organization
6. Long Term Planning for the Year
 - a. Long-term plans and the development of business plans for the services (marketing, keeping them in the fold, profitability)
 - b. Incorporation

1.1 **Learning, Research, Grasping the Entire Role of VPOps**

The learning aspect of this summer plan involves literally going through every folder in the vpops account and reading as many files as possible to facilitate a better understanding of the position while also knowing where to put/generate a system to organize new files I generate. Furthermore, I will want to look over the very large vpops e-mail account and learn about conversations that have passed in order to be able to know where Marinos left off on certain projects.

Learning about each service specifically is extremely important in order to be a useful resource to the managers and to be able to create concrete recommendations for the services. This can be done mainly through consultation with management and by reading operation and transition manuals.

While all the documentation is a great way to learn, I must also learn from the experienced individuals that will be present on campus during the summer whenever possible. I will strive to meet often with Jon McDiarmid, Bruce Griffiths, and the AMS crowd. These people are invaluable resources and will be able to give me unique advice and stances on the many things I will want to do over the summer.

There are other random ways of learning that I also plan on pursuing such as attending conferences based on security, food preparation, liquor based service management, etc. These are things that will be great for me to know, great to pass on to the management, and great to pass on to my successor.

1.2 Developing Systems and Databases

There are a lot of things that are left to each new VPOps to learn that are tedious and take quite a while to learn. These things can be taken care of in a much more appealing way by having databases in place to help facilitate that process. Examples include learning about keys: which ones do what, who has access to which keys, how can you get new keys, etc. Not only will it make things easier on everyone, it will make things more accountable because you will know exactly how many keys the society should have at anytime.

As for systems, I want to rework the HR policies for staff and services, that can be of use service-wide to the society. These will take time to develop and will require a lot of consultation with the whole summer office, AMS permanent staff, the human rights office and possibly other sources.

1.3 Daily Tasks

There will be the daily tasks I will have to care of such as mail, meetings, writing cheques and doing deposits, answering e-mails, and all that fun stuff. Ultimately, I will want to be able to have a system in place that will allow me to do all of these things as efficiently as possible such that I will be able to do them easily even when school begins due to the experience I will have doing it all.

1.4 Finances

This is the fun stuff: first and foremost, we need to hire a bookkeeper as soon as we can. This is a project long in the making, and should be completed through this summer. Several meetings will be had before the summer arrives with

Marinos and Scott to assess what stage this project is currently when they fully pull out of it, so I can jump right into this project as soon as the summer office starts. Part of this project will include collapsing all external bank accounts into the one master account. We need to bring these back in order to have better financial accountability along with simultaneously pulling these groups back into EngSoc, rather than falling off our radar. Once this process is complete, the last aspect of it will be to organize transition material for the services to get them up to speed as quickly as possible upon their return for the school year.

The operational budget will have to be compiled over the summer with the help of Cory. Furthermore, last year budget's actuals will have to be inputted and be ready to be presented by September council.

1.5 Cleaning and Organization

There are a LOT of files that VPOps has and I want to go through them all and make sure they are organized. I really have no idea what state they are in now, but in general it seems like some organization is required.

The EngSoc lounge and office will definitely need a major cleanup and renovation and I'm sure the combined efforts of myself and the summer office will be able to do that. The lounge needs to be a clean, organized and inviting space for all engineering students to enjoy and take full use of.

1.6 Long Term Planning for the Year

a Long-term plans and the development of business plans for the services (marketing, keeping them in the fold, profitability)

This involves developing my strategic plan, refining the EngSoc wide strategic plan, and developing my budget. Furthermore, I will fly through as much policy as possible along with the rest of the summer office, whether it is relevant to me or not, in order to ensure that we have by-laws and policy that are relevant to the society currently and not a few years ago.

This will also be a perfect time to be able to work on the marketing plans for the services for the future. The services are vital to the society, and to ensure their success they need to have a good brand image. Along with the brand image, there are a lot of opportunities for sponsorship which need to be developed. I believe that doing both of these will have all of the services remaining in the black, even with the recession.

b Incorporation

This will be a project that I will be working closely with Greg over the summer to ascertain what the best option for the society will be, and how it will affect the society in both a positive and negative way. This will involve a lot of research, and most of all

many discussions with bodies such as the AMS and the Faculty to determine how incorporation would affect the relationship had between the engineering society and these bodies.

2.0 Projects

2.1 Position Oriented

Project: Reading and Research VPOPS Specific

Priority: 1

Estimated Time: 5 Days

Description:

Go through the computer and read just about everything on the VPOps account. After this, read the e-mail account as much as possible.

Project: Read and Review Policy

Priority: 1

Estimated Time: 2 days

Description:

Fix up policy and find out what specific rules need to be followed by each service. Ensure that the services are fulfilling all reasonable mandates laid out by EngSoc policy.

Project: Get intimate with the Services

Priority: 1

Estimated Time: 10 days (~2 days a service)

Description:

This entails learning as much about each service individually in order to be a true supportive resource to the services. I want to be able to know just as much as each head manager, and this can be done through constant communication and extensive research through operations and transitions manuals.

Project: Learn the liquor license

Priority: 1

Estimated Time: 1-2 days

Description:

The liquor license and laws comes with a very detailed document outlining all of the expectations of the liquor license holder. It's large and will take some time to learn.

Project: Attend presentations on food service, liquor service, and customer service,

Priority: 2

Estimated Time: 1-2 days

Description:

These are important teaching tools that I can pass on to my managers. It would be ideal to have as much management come with me whenever possible.

Project: Take an accounting course

Priority: 1

Estimated Time: Ongoing

Description:

I must learn accounting. This course will be beneficial to the large amount of financial work I will be doing.

Project: Meetings

Priority: 1

Estimated Time: Ongoing.

Description:

Meetings with Bruce Griffiths, AMS permanent staff, AMS members, management team, summer office, anyone else that requires meeting with. This will develop strong working relationships with all of the above and allow me to learn from all of them and allow for joint projects for the future.

2.2 Long Term Planning

Project: Strat Plan and Budget

Priority: 1

Estimated Time: Ongoing, 4-5 days.

Description:

As I learn more and more as time goes on, I will slowly develop my strategic plan and budget such that it can be presented and looked over in June.

2.3 Systems, Databases and Contracts

Project: EngServe Agreement Redo

Priority: 1

Estimated Time: 2-3 days

Description:

The EngServe agreement is the one that splits up the rent prices amongst all the services for the space they use. This needs to be updated and also should include other fees such as printing / P&CC costs.

Project: Key Database

Priority: 3

Estimated Time: 1 day

Description:

Find out how many keys we have. Make a document usable by anyone that can determine what keys they have, and have this document point out what each individual position should have in terms of what keys they possess.

Project: Evaluate Services Compensation

Priority: 2

Estimated Time: 2-3 days

Description:

Right now there is no real way to determine how much someone should be paid. Ultimately, I want this to be determined through a well developed pay grade system that all services should be able to agree too. This will involve a lot of consultation with the AMS, the school of business, amongst others. This will also only be taking into consideration if the society has enough finances to sustain any compensation increase.

Project: Rework HR Policy

Priority: 1

Estimated Time: 5 days

Description:

Services need a unified policy clearly outlining the course of action to be taken when any HR issues arise. At the moment not all of the services are running on the demerit system, and if they are it is not clearly defined in policy.

2.4 Cleaning and Reorganizing.

Project: Clean and organize the ILC lounge and office

Priority: 2

Estimated Time: 5 days

Description:

The state of the ILC lounge is very poor at the moment, and it needs to be completely overhauled, cleaned, replaced if needed, organized and polished up for a new year of productivity.

2.5 Finances

Project: Bookkeeper

Priority: 1

Estimated Time: Ongoing, 15-20 days

Description:

Hire a bookkeeper, integrate the bookkeeper into the financial system for the society and transitioning the new system to the services.

Project: Review of GM pay breakdown of each service

Priority: 2

Estimated Time: 1 day

Description:

Review the pay structure of the services, which allows for the payment of the GM permanent staff member position. At the moment not all of the services are at parity for this payment and the breakdown needs to be evaluated and possibly reworked.

Project: General Finance Tasks

Priority: 1

Estimated Time: Ongoing

Description:

This will include tasks from completing cheque requisites, to summer salaries and taxes for the society

Project: Review of Science Formal/ Orientation Week Purchasing system

Priority: 1

Estimated Time: 2 day

Description:

Review how the system currently works with the students placing major purchases on personal credit cards to be later reimbursed. See if the system can be bettered, to be made to put less of a burden on students.

2.6 Other

Project: ESSCO AGM

Priority: 1

Estimated Time: 4 days

Description:

Meet with other societies and learn more about how their services function. Learn more about ESSCO and further my overall knowledge with other schools. It is a great networking tool.

Project: Summer BBQ

Priority: 2

Estimated Time: 2 days ongoing

Description:

Hold weekly BBQs at the end of the week to invite the many summer office people to come by and enjoy some nice food. Great way to socialize and show off my mad BBQ'in skills. Either that or my mad delegating skills .

Project: May Alumni Reunion

Priority: 1

Estimated Time: 2 days

Description:

Plan and execute Clark Hall Pub "Reunion" Ritual for the May Reunion weekend with the summer office. Many Factors will go into this, mainly what our staff situation is over the summer, and what will be the best way to serve our alumni for their reunion.

Project: Office Supplies

Priority: 2

Estimated Time: 2 days

Description:

Complete an inventory of the office supplies currently in stock society wide, and then make the appropriate orders to ensure functionality of not only the summer office but then into the school year.

Project: Manager Plaques

Priority: 2

Estimated Time: 1 day

Description:

Look into the possibility of purchasing plaques to commemorate the services managers over the years.

Project: Incorporation

Priority: 1

Estimated Time: 5 days, ongoing

Description:

Investigating the possibility of incorporation, which will include the benefits and shortfalls, which will follow from incorporation, especially with respect to the relationship with groups such as the AMS and the Faculty of Applied Science.

3.0 Timeline

Week 1-2

Clean the ILC EngSoc Lounge and Office

Start to organize VPOps files, and creating my own system of organization

Reading up on the position

Pick up the bookkeeper project as soon as I can

Preparing for the May Alumni Reunion

Week 3-4

Organize and just figure out all that is in J5

Look into EngServe Agreement

Bookkeeper Hiring

May Alumni Reunion

Week 5-6

ESSCO AGM

Start collecting individual budgets

Work on Strat Plan and Budget

Integrating Bookkeeper into society

Week 7-8

Start compiling Operating Budget for 2009-2010 year

Attend conferences / sessions on food safety, liquor serving, etc.
Review Financial policies and systems of GM pay ad large purchasing systemes

Week 9-10

Revise Strategic Plan
Work on HR policies
Investigate Incorporation possibilities

Week 11-12

Start Preparing for the return of management teams, prepare for all the training and transitioning to the new financial system
Continue Investigate Incorporation possibilities

Week 13-14

Work on any projects that have loose ends or that have not had a chance to be worked on yet. Ensure Strat Plan, any policies and the new financial system are finalized

Week 15-16

Manager training. Lots and lots of training. This will include the development of training sessions, organizing the times for them to begin, and getting to know the staff more and help them understand my role with the society.
Frosh week! Plan out potential ways to get the name of the services out there and how to get students excited about EngSoc!

4.0 Conclusion

So that is my summer plan as it stands so far. I want to reiterate that I really want to hear your feedback in how this summer plan can be bettered to ensure that the summer can be the most productive and useful one it can be. If you have any questions at any point about my summer plan, feel free to drop by for a chat or send me an e-mail.

Sincerely,

Ryan Low