

MOHAWK STUDENTS' ASSOCIATION

# IMPACT REPORT 2023/2024





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Elizabeth-Joy Phillips,  
MSA President,  
2023/2024

## YOUR PAST MSA PRESIDENT

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Dear Students,

My name is Elizabeth-Joy, and I was the Mohawk Students' Association President from 2023 to 2024. We had an incredible year, and this Impact Report really describes all the amazing foundational things that we were able to do for you, the students.

We rolled out MSA's first-ever advocacy priorities, including the international student experience, open education resources, and co-op placements. We also prioritized research when advocating for students' housing, food security and process clarity. We provided more opportunities for you to share feedback, such as student forums in collaboration with the college.

This Impact Report serves as a guide to highlight our achievements throughout the year and provide insight into the road ahead. It also includes a comprehensive financial breakdown of the 2023 to 2024 fiscal year that explains how we made it all possible for you, the students.

# WHAT IS THE MOHAWK STUDENTS' ASSOCIATION (MSA)?

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The Mohawk Students' Association (MSA) is a student-led organization that works to provide services, supports, activities, and events at the following campuses: IAHS, Fennell, Stoney Creek, Aviation, Mississauga, and Six Nations Polytech.

## WHO WE ARE

The MSA is a non-profit organization built for and led by Mohawk College students through a peer-elected and appointed student Board of Directors (BOD). Although we are a separate organization within the college, we work collaboratively to support, improve, and enhance the student experience.

## WHAT WE ARE AND WHAT WE DO

Our organization advocates for all Mohawk students while providing high-quality services, supports, and resources that propel our members' success. We empower students to grow academically, socially, and professionally in college and beyond graduation.



Full-time and student staff at the IAHS campus.



# MISSION, VISION & VALUES

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## MISSION

We empower Mohawk Students to create a community they can lean on for positive experiences, relevant supports, a listening ear, and a strong voice.

## VISION

All Mohawk Students achieve personal success in their college experience and beyond.

## VALUES



### Student-Driven

We are passionate about Mohawk Students and all our efforts are devoted to enhancing their experiences.



### Foster Belonging

We connect the Mohawk Community to ensure everyone feels invited, welcomed, and included as their authentic self.



### In This Together

Collaboration built on trust across the Mohawk community is essential to ensure every student interaction matters.



### Storytelling

We strive to tell, share, and learn from stories in meaningful ways.



### Believe It's Possible

Fueled by outcomes and insight, we strive to find solutions for how we can meet the evolving needs of students.

# STRATEGIC PLAN IN MOTION

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## WHAT IS A STRATEGIC PLAN?

The MSA uses a strategic plan as a five-year road map to stay on track with our vision, mission, and values. It helps define us as your student association and directs our actions during day-to-day operations and helps us prepare for the unexpected.

## MSA STRATEGIC PRIORITIES: 2023 TO 2024

### Equity, Diversity, and Inclusion

#### Objectives:

1. Increase representation of MSA Board of Directors, Staff, Student Staff, Reps, Programs and Supports.
2. Ensure that The MSA is a safe, inviting and welcoming place for everyone.

#### How we achieved this priority last year

- We expanded service offerings to ensure students receive equitable access at satellite campuses and partner locations.
- We ensured that our hiring practices, which include recruiting staff, reflect our membership and allow us to serve students in multiple languages.
- We strongly support food security, which is why we created Snack Cart, and Snacks with Stories, and expanded the Community Fridge, Emergency Food Gift Cards, and Breakfast program.
- We implemented new practices in the Board's governance model to increase representation.
- We increased our focus on Indigenous education and experiences.
- We ensured all staff were trained in and used the Equity Sequence TM



Students having hot chocolate in The Arnie at Fennell Campus.



Student staff member gathering feedback from students.



Meeting students looking for employment face-to-face at the MSA hiring fair at Fennell Campus.

throughout their work.

- We focused on supporting and celebrating the different cultures, identities and communities at the college.
- We began working with a space consultant and undertook a feedback process to understand how students would like to utilize MSA spaces (including the Student Centre) and how we can ensure they feel like they belong and are welcome in our spaces.
- We revamped our food services to a hospitality focus, ensuring that our spaces, food offerings, and more help students feel like they belong.

### **Empowering Mohawk Students**

#### *Objectives:*

1. Recruitment: Ensure healthy turnout for elections, AMM, student reps, Board Positions, and student staff.
2. Training: Ensure Board members, student staff, and student reps are prepared for their roles & responsibilities as advocates.
3. Feedback Loop: Provide opportunities to receive student feedback, implement feedback, and report results to our membership.

#### *How we achieved this priority last year*

- We had a record number of election candidates, voter turnout and attendance at the Annual Meeting of Members.
- We held a superhero themed staff hiring fair, which allowed students to apply for jobs with the MSA that speak to their strengths and received over 200 attendees and over 400 job applications.
- We introduced Student Lead positions in various departments within the MSA, which allowed students to develop leadership skills, mentor their fellow student staff, and contribute meaningfully to our work.

- We partnered with Mohawk College to offer Student Forums to collect feedback from students on their lived experiences. We then used this feedback and other feedback mechanisms (e.g., student interactions, Feedback Fridays, etc.) to allow the MSA Board of Directors to develop advocacy priorities for the year, focusing on Experiential Learning, Cost of Living, and International Student Experience.
- We created The Peer Advocate Program, which provides students with peer-to-peer advocacy education and support.
- We invited student staff to participate in Equity Sequence training as well as mental health first aid training to increase their professional and personal growth.

## Humanizing the Brand

### Objectives:

1. Ensure students know who we are, what we do, and how to access us.
2. Ensure students feel they ARE the MSA.

### How we achieved this priority last year

- We connected with students via our website chat 1,321 times.
- We focused on diversifying our social media content to include student faces, more videos on navigating processes, and behind-the-scenes looks at what we do so that students feel connected to the MSA and understand what we do.
- We partnered with many departments and areas within Mohawk to host multiple events to further our connection with students
- We collaborated with student staff on projects throughout the MSA, including the Clubs & Communities Mural outside The Arnie
- We implemented a new website that allows for more engagement



Student designer sitting in front of the Clubs & Communities mural they created.



Event student staff attending an event that they assisted in creating.



Providing many students with the experience of skating for the first time in The Arnie at Fennell Campus

from our membership.

- We enhanced our visibility at satellite campuses and partner locations.

### Establishing MSA Work Culture

1. Ensure both staff and board have a voice: lead ideas, have buy-in on decisions, and actions.
2. Ensure both staff and board have the tools, information, and resources to effectively do their job.
3. Ensure both staff and board have fun, celebrate, and share together.

#### *How we achieved this priority last year*

- We employed 110 students (including 8 student leads) in various MSA departments across all campuses.
- We instituted a living wage for our student staff.
- We empowered our student leads to take ownership of projects like the Clubs and Community Wall, Snack Cart, Annual Impact Report, and more.
- We listened to student staff feedback to ensure they are being supported and feel that their work is valued.
- We provided graduating student leads with the opportunity to meet with a “hiring” specialist to develop their resumes and excel in interviews.
- We conducted exit surveys with all student staff to learn about their experience with the MSA and where we can improve.

# STUDENT ADVOCACY

## THE ELECTION OF YOUR MSA BOARD OF DIRECTORS

The election process for the MSA Board of Directors (BOD) begins in January and runs until March each year. During that time, students can nominate themselves and campaign for one of the eight positions available as Director at Large or run for Board President if they've already served one term as a Director at Large.

## YOUR 2023-2024 MSA BOARD OF DIRECTORS

### Elected

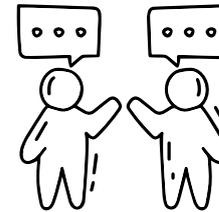
Elizabeth-Joy Phillips (May 2023 – April 2024)	Shabadjot Kaur (May 2023 – September 2023)
Michael Falletta (May 2023 – April 2024)	Jassica Jassica (May 2023 – September 2023)
Kisha Amoah (May 2023 – October 2023)	Reet Saini (May 2023 – April 2024)
Parvathy Palaprambil (May 2023 – October 2023)	Harnoor Singh (May 2023 – April 2024)

### Appointed

Avery Irwin (November 2023 – April 2024)	Emilee Schevers (November 2023 – April 2024)
Moe Aburaneh (November 2023 – April 2024)	Poojan Nayyar (November 2023 – April 2024)

**10%**  
increase

in students running for  
Director at Large in 2024.

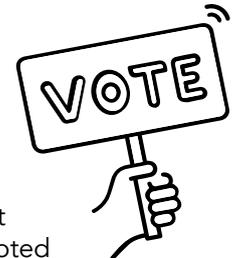


**45%**  
increase

In students attending  
our **Candidates in  
The Cellar** event  
compared to the  
previous year.

**16%**  
voter  
turnout

which means that  
3,159 students voted  
in the elections!





*"I've had a great time building relationships with fellow board members and MSA staff throughout my term in office, fostering a collaborative and supportive environment, cherishing every moment and positive impact we've made together"*

– Avery Irwin, MSA Director at Large and Board Secretary.

## HOW WE ADVOCATED FOR YOU

- We helped more than 500 students across all campuses learn how to navigate the academic appeal process from May 2023 to April 2024.
- We began The Peer Advocate Program, which provides students with a dedicated student staff member that helps provide them with a listening ear and self-advocacy skills.
- We surveyed more than 1100 students to learn how we can best support and serve the student experience.

## HERE ARE YOUR 2023-2025 ELECTED STUDENT BOARD OF DIRECTORS

### President

Pedro Nemezio de Campos Silva (April 2024 – Present)

### Treasurer

Riya Riya

### Secretary

Rebecca Nurse

### Director at Large

Ranvir Singh

Diya Patel

Sahil Sahil

Francis Ray Bansil

Michael Falletta

Pouya Tayyari

## STUDENT FORUMS: IDENTIFYING FUTURE PRIORITIES

During the last fiscal period (2023 to 2024), we collaborated with Mohawk College to host student forums across the Fennell, Stoney Creek, IAHS, and Airport campuses to understand students' current issues, trends, thoughts, and feelings.

The forum explored three areas of interest:

1. Academic preparedness
2. Sense of belonging
3. Service and support experiences

The response we receive from students during the forum helps the future MSA Board of Directors define their priorities for the upcoming year. Visit our website to learn more about how we're tackling your feedback.

*"Thank you for creating a safe space to share our stories as students and for listening to us. That is why The MSA is the best!"*

– IAHS Student



Students providing their feedback at the Student Forums event at IAHS Campus.



Governance & Advocacy student staff speaking to potential Director at Large candidates at the Airport Campus.

# STUDENT SERVICES

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Student Services is often the first face students see when they go to the MSA Service Desk on campus. The full-time and student staff who operate the front desk help students set up their MSA Presto Bus Pass, fight food insecurity with their free Breakfast Program, and support student wellness through The MSA Health and Dental Insurance Program.

## STUDENT SERVICES LEAD RECEIVES MSA CELEBRATION OF LEARNING AWARD (2024)

Paula Cuadros-Puentes was a student of firsts! The recent graduate was the first in her family to move from Colombia to Canada in pursuit of a Journalism diploma at Mohawk College; the first Student Services Desk Buddy the MSA promoted to a leadership role as part of its Journey to Leadership Program, and she was the first-ever recipient of the 2024 MSA Celebration of Learning Award for her hard work, dedication, and commitment to enhancing student services. Cuadros implemented The MSA Snacks on Wheels Program last year after noticing that many students who take public transit or have classes on the East end of Fennell Campus were missing the Breakfast Program in G-wing. The Snacks on Wheels Program is a complimentary snack cart with grab-and-go food items like granola bars, apples, juice boxes, and more, which MSA student staff wheel around campus every week.

“Receiving The MSA Celebration of Learning Award made me feel special, unique, and appreciated,” Cuadros said. “It’s hard to wake up in a foreign country in a different culture, so it would make me happy when I could help other international students feel welcome on campus.”



*Paula Cuadros-Puentes at the Celebration of Learning event with Natalie Fisher, Manager of Student Services.*



*We rolled out our Snacks on Wheels Program for ten weeks at the Stoney Creek, IAHS, and Fennell campuses, serving more than 100 hungry students every time!*

2023 – 2024



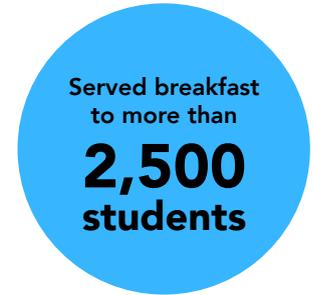
Spring 2023: 14 students accessed  
Fall 2023: 28 students accessed  
Winter 2024: 76 students accessed



Home and Auto Insurance



Students also accessed our emergency food bank 368 times



We fought food insecurity by providing 20 weeks of complimentary breakfast at the Stoney Creek, IAHS, and Fennell Campuses



to receive complimentary legal support



at Mohawk with a graduation photo



including lab coats, safety goggles, and calculators.



to Canada's Wonderland during 2023

## MSA HEALTH & DENTAL INSURANCE

Over the course of the year (2023 to 2024 fiscal period), projected student usage of the Health & Dental plan included:

- Health Claims: \$703,032
- Dental Claims: \$898,212

### Healthcare is just a tap or click away with The Dialogue App!

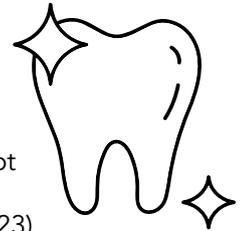
The average person often struggles to find the time to see a doctor, let alone a full-time Mohawk student juggling class, projects, work, and a social life. We know it is almost impossible to focus on your studies if your mental and physical health is failing. With the support of Studentcare, we were able to provide students with access to mental and physical healthcare support from their smartphones through the Dialogue app.

### Dialogue: Conversations

Conversations provide MSA members (full-time students who pay fees and have yet to opt out of their health and dental insurance plan) access to counselling until remission without paying out-of-pocket fees, facing long wait lists, and having to submit insurance claims. From the fall semester of 2023 to the end of the winter semester of 2024, plan members accessed 817 counselling sessions. Some of the top reasons students requested mental health support were:

- Low mood
- Work/school-life balance
- Relationships
- Stress management
- And wellbeing

Only  
**1.8%**



of students chose to opt out of their Health & Dental Plan last fall (2023)



Students started to notice a reduction in their depression symptoms after

**23 days**

and their symptoms of anxiety after 31 days of counselling.



*Susan Stewart speaking to students about mental health at Fennell Campus*

## DIALOGUE: VIRTUAL HEALTHCARE

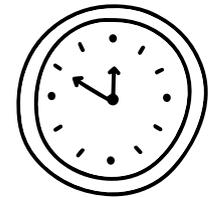
Virtual Healthcare provides MSA Plan members access to licensed healthcare professionals like physicians, nurses, care coordinators and more 24 hours a day, seven days a week. During the last fiscal period (Fall 2023 – Winter of 2024) plan members accessed 395 consultations using the virtual healthcare feature of the Dialogue app for various reasons, including:

- Mental health
- Ears, nose, and throat (ENT)
- Gynecology
- Dermatology

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Students only had to wait roughly  
**52 minutes**  
to consult with a healthcare professional.

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# THE MSA EXPERIENTIAL LEARNING FUND

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We know that gaining relevant, real-world, hands-on experience while in college can be financially challenging for many students. So, we implemented the MSA Experiential Learning Fund to help alleviate some of the costs related to your academic journey.

Last February (2024), the MSA Experiential Learning Fund helped Jeremy Cuison, a Canadian Healthcare student from IAHS, travel to Croatia for a week-long Global Learning Opportunity. The trip's purpose was to enhance students' intercultural competencies and help them apply their knowledge to achieve a sustainable and equitable future.

"Since I hold a passport from the Philippines, I needed a tourist visa to enter Croatia, and the MSA Experiential Learning Fund helped cover the expense of acquiring one," Cuison said. "Together with the student representatives from the Rochester Institute of Technology, we presented some ideas after exploring the United Nations Sustainability Development Goals towards a better future through international partnerships."

Robert Mills, a recent graduate of Mohawk's Civil Engineering Technology Program, was able to attend the 2024 Northern Ontario Wood Instructional Tour (NOWIT) after it was almost cancelled due to a lack of sponsors thanks to the MSA Experiential Learning Fund. The NOWIT tour is designed to teach students about wood and its use in their industry as a sustainable structural material.

"During the tour, we had many opportunities to learn about the processing of wood, from harvesting trees in the forest to building multi-storey buildings out of wood," Mills said. "I had many opportunities to have fun and enjoy nature with my friends and classmates."



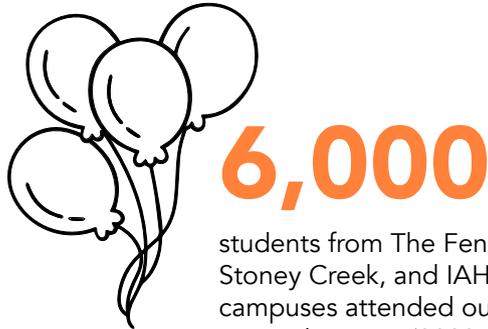
*Students attending the Birdgerton Ball event at Fennell Campus.*



*Students celebrating the end of the semester at the Retro Rewind party at Fennell Campus.*

# MSA EVENTS

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students from The Fennell, Stoney Creek, and IAHS campuses attended our events last year (2023 – 2024).



*Student participating in the Puppy Yoga event at Fennell Campus.*

The post-secondary experience can and should be so much more than travelling from your house to class, from your class to work, and from your workplace back home again to complete assignments or study for exams. We want to expand your social horizons while you're studying at Mohawk College by hosting events that are affordably fun, easily accessible, and occasionally educational.

## **WE CREATE EXPERIENCES THAT EVERYONE CAN PARTICIPATE IN AND ENJOY**

Last year, we expanded our events to be more inclusive to students with low sensory and mental health needs, including activities like puppy and goat yoga to help you unwind before exams. We invited keynote speaker and best-selling author Sam Demma to meet with students during fall orientation (2023) and help them unpack the emotions and expectations they carry in their metaphorical backpacks daily. Later that winter semester (2024), we had comedian, mental health advocate, and Ellen DeGeneres look-a-like Susan Stewart deliver a powerful message to students in The Arnie about the importance of managing stress and being resilient in the face of adversity.

## **We hosted six off-campus trips last year with 430 students in attendance!**

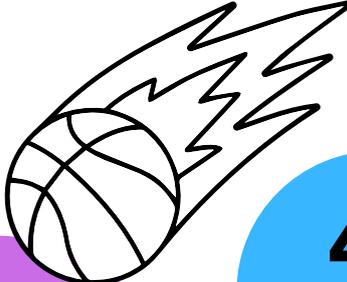
It can be challenging to experience off-campus adventures while living on a student budget. You need to allocate funds for travel, admission, and refreshments. We want to help reduce some of the financial barriers that might prevent you from exploring the greater Toronto and Hamilton area. Last year (2023 to 2024 fiscal period), we offered six discounted off-campus trips that included travel to the event and back to campus!

430 Students Took an MSA Field Trip Off Campus (May 2023 to May 2024).



**100**

students from Mohawk Residence went on a Residence Trip to The Monster



**83**

students went to the Toronto Raptors game against the Indiana Pacers

**44**

students experienced the world's first active gaming facility at Activate

**BOO!**

**135**

students received the fright of their life at Halloween Haunt



**24**

students went Treetop Trekking

**44**

students saw artistically carved Jack-o-lanterns at Pumpkins After Dark





## STUDYING IS EASIER WHEN YOU HAVE SOMETHING TO LOOK FORWARD TO

One of the many reasons we employ student staff is to help ensure our events resonate with the broad Mohawk College community. That's why our student staff works closely with our full-time team to plan and execute all our events. We want to bring you a series of large—and small-scale events throughout the year so you always have something to look forward to after class. Last year (2023 to 2024 fiscal period), the MSA Events Team employed eight student staff and promoted Vanie Kaur as the first ever MSA Student Events Lead in its Journey to Leadership Program. After Kaur began her full-time co-op in the winter of 2024, The MSA Events Team passed the leadership torch to Joana Frade, a Mohawk Advertising, Marketing, and Communication Program student.



Friendship bracelet-making at the Calm Down event at IAHS Campus.



Sam Demma with MSA staff after speaking to students about mental health at Fennell Campus.



Students participating in the Boo Bash halloween party at Fennell Campus.

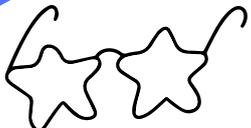
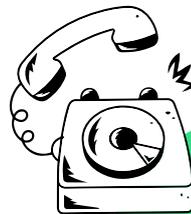


Student playing video games in the Stoney Creek Campus cafeteria at the We Got Game event.

*"During my time at the MSA, I've had the opportunity to work with other students and full-time staff to create memorable events for Mohawk College students. My transition to Lead has allowed me to take on more responsibilities behind the scenes, such as planning events and building better connections with people across the MSA."*

– Joana Frade, MSA Student Events Lead

6000 students attended a mixture of large scale and small-scale MSA events between 2023 and 2024.

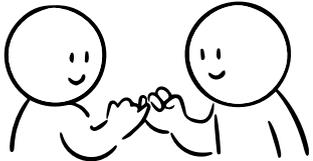


# CLUBS & COMMUNITIES

MSA Clubs & Communities span all campuses to help students create connections through shared interests and identities. We host Clubs & Communities Week twice per fiscal year to teach students about the 21 active MSA Clubs and 11 active MSA Communities they can join, the difference between a club and a community, and how to start their own. During the first Clubs & Communities week of the fall semester (September 2023), we connected with more than 500 students. And our numbers weren't far behind the following winter semester (January 2024) after we connected with more than 400 students.

## HOW WE CELEBRATE OUR CLUBS & COMMUNITIES MEMBERS

We start the semester with a 2-day Clubs & Communities summit to prepare the executive leaders for the year ahead with admin support, leadership tips and tricks, and more! At the end of the year, we hold a banquet to showcase and highlight the achievements of our Clubs & Communities members. It's a night full of celebration, dinner, entertainment, and awards.



**650** MSA Clubs & Communities members

**53%**

of MSA Clubs were newly ratified during the 2023-2024 fiscal period.



## MSA Clubs & Communities Banquet Winners (2023 - 2024)

<b>New Club &amp; Community of the Year #1</b>	Dramafy
<b>New Club &amp; Community of the Year #2</b>	Mohawk Dance Club
<b>Club &amp; Community of the Year</b>	The Dark Snakes
<b>Club &amp; Community Event of the Year</b>	Filipino Student Community: New Student Welcome (50 students in attendance)
<b>Clubs &amp; Community Executive of the Year</b>	Nishkarsh Dubb (New Developers & Redefined)
<b>Club &amp; Community on the Move</b>	Mohawk Shelf Indulgence
<b>Outstanding Engagement</b>	Islamic Student Community
<b>Outstanding Advisor</b>	Melissa Kuipers (Mohawk Solid Rock)

# HOW WE COMMUNICATE WITH OUR MEMBERS

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## MSA COMMUNICATIONS & ENGAGEMENT

The ways the MSA communicates and engages with students are constantly evolving. Our students live diverse lives with varying schedules, and to best support you, we aim to meet you where you are; this involves using various communication channels to ensure you are up-to-date on the latest happenings at the MSA.

### Targeted Emails

The MSA sends out weekly e-newsletters that are campus-specific, so you get information relevant to your college experience. Our student copywriters create the newsletters together to inform, invite, and inspire students.

### Street Team

The 2023 to 2024 fiscal period was the first full year the MSA had a Street Team. Street Team student staff went around various campuses to invite students to upcoming events, inform them of available services and gather feedback directly from peers to help the MSA understand how we can best support students. Peer-to-peer interaction proved to be one of the most impactful methods of communication when connecting with students.

### Social Media

Social media is a tool the MSA leverages as much as possible throughout the year. A consistent presence on social media channels allows students to learn more about MSA happenings in their own time and can reference them



*Students at the Taylor Swift Dance Party at Fennell Campus.*



*Student Photographer and a Street Team member covering the Annual Meeting of The Members event.*

as needed. On social media, the MSA features many of our student staff to further connect students online.

## PLANS FOR THE UPCOMING YEAR

### In-person Activations

Since finding the peer-to-peer invitation is our strongest communication method, we plan to have more in-person activations throughout the year to interact and engage with students. Our in-person activations will be intentional and have an interactive element to create memorable experiences that will continue to connect students with the MSA.



Students making custom t-shirts at the MSA Orientation event.



Student posing for a picture at the MSA Orientation event on Fennell Campus.



A student staff member talking to a student looking for a position at the MSA at the hiring fair.



Street Team members promoting the Boo Bash halloween event at Fennell Campus.





Students visited  
Brewed Awakenings

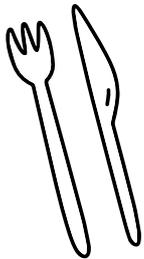
**50,000**

times (and bought  
enough coffee to fill  
28 bathtubs).

Students visited  
Pizza Pizza

**15,000**

times. Pepperoni was  
our most popular  
option, with students  
buying 6,798 slices.



Students ate at  
Urban Fork

**35,000**

times. Equivalent to  
filling Tim Horton's  
Field one and a half  
times over.

# HOSPITALITY FOR MOHAWK STUDENTS

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One of the best ways to connect with and support Mohawk College students is through food. That's where The MSA Hospitality Department comes in. We welcome every student at our table and try to serve them the comforting taste of home.

## WE STRIVE TO OFFER AFFORDABLE DINING OPTIONS

We all know how hard students work to balance schoolwork and personal finances. That's why we prioritize having affordable food options at all our quick-service food outlets. During the 2023 to 2024 fiscal period, we kept all menu items under \$10.00 and lowered the price of several of our most popular food items.

## FOOD ACCESSIBILITY

Affordable food is excellent, but it doesn't mean much if you can't eat it. That's why we have taken extra care when designing our menus at our food outlets and offer options ranging from vegetarian and vegan to Halal and gluten-free.

## INTERDEPARTMENTAL COLLABORATION

The Hospitality department offers significant support to other departments within the MSA, assisting in enhancing the student experience beyond our food outlets. Last year, we provided the food and drinks at approximately 50 events, including but not limited to:

- The Breakfast Program
- Snacks on Wheels

- Clubs & Communities Programing
- MSA Events and Field trips

We strive to ensure that every student feels welcome to pull out a chair, sit at our table, and have something delicious to eat. Moving forward, we plan to educate our broad student audience about The MSA Cellar Restaurant & Bar and expand our menu options to include more Halal and vegan options.



Muffins served at Brewed Awakenings.



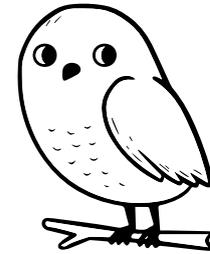
Students hanging out in The Cellar.



Students enjoying drinks in The Cellar.



Thai Sweet Chili Chicken Bites served at Urban Fork.



# Now open late

we extended our hours last year to fit your busy schedule.

The Cellar reopened **three days a week** in January 2024, and, as of September, has expanded its operating hours to

**five days per week.**





*Student speaking to a candidate in the 2024-2025 MSA Election.*

# FINANCIAL REPORT

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The MSA has been built by students for students, so without the financial contribution of your student fees, we would not be able to remain in operation or provide crucial resources like:

- Student Employment Opportunities
- The MSA Breakfast Program
- Snacks on Wheels Program
- Experiential Learning Fund
- Life Services
- Student Wellness
- Health & Dental Insurance
- The MSA Food Bank
- Academic Appeals
- Academic Support
- Peer Support
- Legal Counselling
- Events
- Off-Campus Trips
- Clubs & Communities
- Food Service Offerings
- Advocacy Initiatives

Thank you for your continued contribution and support! Please keep reading to see how your student fees help us operate, how we grow your student funds, and to see a snapshot of our financial year.

## HOW YOUR FEES HELP US OPERATE

Imagine you are in an arcade and see a claw machine with the most incredible prizes inside, but you can only play the claw machine after you insert your coin or token into the slot. Similarly, you insert your student fees into the MSA claw machine every academic year when you pay your tuition to access our support, services, and events.

Listed below are the 2023 to 2024 MSA Compulsory Ancillary Fees:

**Individual Full-Time Student Fees:**

- Programs, Services, & Student Government Fee: \$215.20
- Health & Dental Fee: \$230.00
- Universal Transit Pass Fee: \$207.90
- Apprenticeship Fee: \$10.81
- Continuing Education Fee: \$0.18 (per student contact hour)
- TriOs Fee: \$62.56

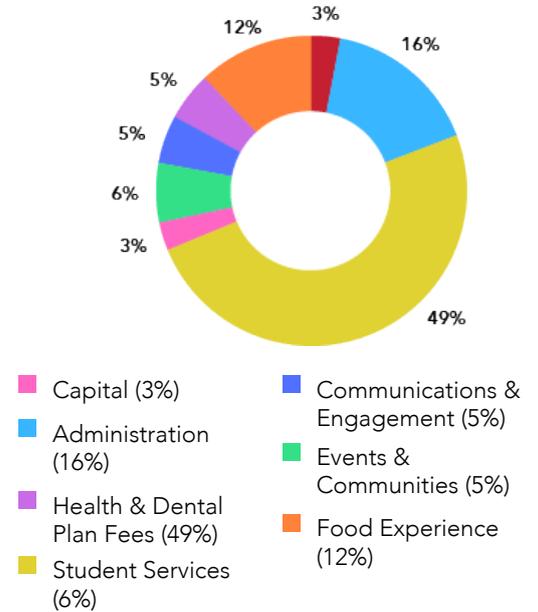
**MSA OPERATING FUNDS**

The majority of your MSA Programs, Services & Student Government Fee went into the MSA Operating Fund last year. We then used the operating fund to cover day-to-day business expenses, like employee salaries, initiatives, events, and student activities.

**Departments Supported by The MSA Operating Fund:**

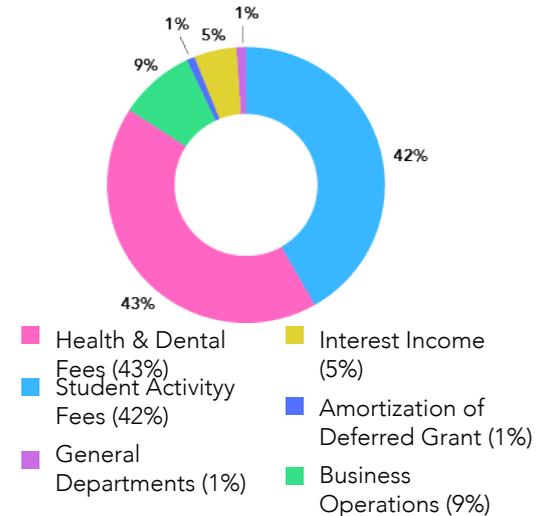
- Administration
- Governance & Advocacy
- Student Services
- Communications & Engagement
- Events & Communities
- Food Experience

**Expenses**



Total Expenses: \$9,520,006

**Revenue**



Total Expenses: \$9,701,560

**Student Fee Breakdown:**

MSA Services	Full-Time	Continuing Education	Part-Time (Day)	Apprenticeship	triOS	Other
Universal Transit Pass	✓					
Health & Dental Plan	✓		Part-time may opt in if eligible		✓	
Vote in Elections and Annual Meeting of the Members	✓		✓		✓	
Club Executive Positions ( <i>unless club is for other student groups</i> )	✓					
Club General Membership	✓	✓	✓	✓		✓
Advocacy & Representation	✓	✓	✓	✓	✓	✓
Food Bank/Career Closet	✓	✓	✓	✓		✓
Legal Counselling	✓	✓	✓	✓		✓
Attraction Tickets	✓	✓	✓	✓	✓	✓
Home & Auto Insurance	✓	✓	✓	✓	✓	✓
Grad Photos	✓	✓	✓	✓		✓
Activities/Concerts/Pubs	✓	✓	✓	✓		✓

## HOW WE (THE MSA) GROW YOUR STUDENT FUNDS

Any organization or business needs to maintain funds in a reserve account for emergencies, like periods of low revenue or major unexpected budget requirements, to ensure that services can continue with minimal interruption. It's equally important that the excess is protected and generates a reasonable investment return. Throughout 2022-2024, the Bank of Canada has maintained higher interest rates to help combat inflation. While we've seen a couple of declines in 2024, interest rates have remained relatively unchanged. As a result, the MSA earned \$512,534 in interest in 2023-24. The MSA continues to use these funds to enhance and support the growing needs of the Association.

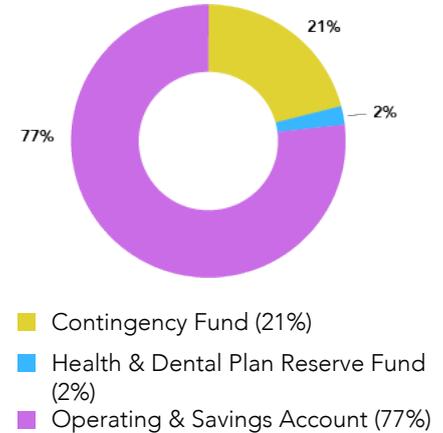
## CAPITAL IMPROVEMENTS

The MSA made capital improvements to several MSA spaces throughout the Student Centre, including the offices of the Director, Student Experience Team, Communications & Engagement Team, Events & Communities Team, Food Experience Team, and the Idea Lounge. We invested in upgrading our physical spaces to provide a more welcoming and practical work environment to better achieve our organizational goals. Of the capital expenditures, \$145,107 was dedicated to furniture, fixtures, and equipment, and \$28,296 was allocated to leasehold improvements, which included painting, repairs, electrical, flooring, and One Card swipe access. Throughout this process, \$19,691 in furniture, fixtures, & equipment was identified as obsolete/impaired and subsequently disposed. The MSA also parted ways with Booster Juice, resulting in an additional asset disposal of \$25,840.

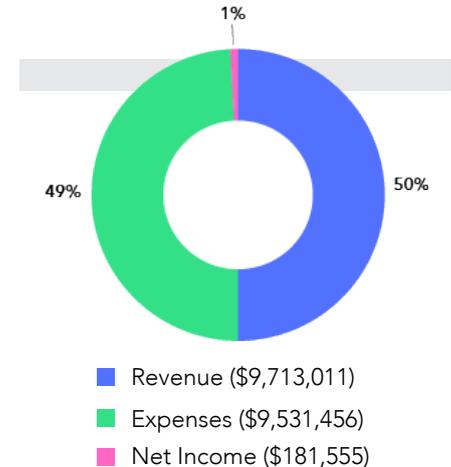
## SUMMARY

Overall, The MSA earned \$9,701,560 in revenue for the 2023 to 2024 fiscal year and \$11,451 in other income. After subtracting expenses of \$9,531,456, we ended the year with a net income of \$181,555.

### Reserves 2023 to 2024



### Financial Summary 2023 to 2024



## MSA OFFICES

### **Fennell Campus**

135 Fennell Ave W, Room G109  
Hamilton, ON  
L9C 0E5  
905.575.2393

### **Health Sciences Campus (McMaster)**

1400 Main St West, Room 112  
Hamilton, ON  
L8S 1C7  
905.575.1212 ext 6411

### **Stoney Creek Campus**

481 Barton Street, Room A125  
(Fitness Centre) Stoney Creek,  
ON L8E 2L7  
905.575.1212 ext 5005

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