



Committee: Member Engagement and Services Committee

Committee Sponsor: Mount Royal Faculty Association

Date last Revised: December 2024

Mandate

The Member Engagement and Services Committee shall connect, inform, support and recruit members; coordinate the Department Liaison Network; engage in new member outreach involving personal meetings with all new MRFA members; facilitate the creation of member directed groups; and coordinate and liaise with service based committees such as the Social Events and Professional Development Committees.

Authority

The Member Engagement and Services Committee is a standing committee of the Mount Royal Faculty Association. It recommends nominees and appointees to the Association's various committees, and it submits recommendations for the Association facilitation of member directed groups in accordance with related policy. The committee may review this charter as it deems necessary and submit proposed changes to the Executive Board for approval.

Membership

The Member Engagement and Services Committee shall consist of:

- the Senior Administrative and Faculty Relations Officer and Administrative Specialist (both non-voting),
- the Member Engagement and Services Officer (who shall be chair),
- the Contract Member Officer (who shall be vice-Chair),
- up to six (6) Department Liaisons appointed (one from each Faculty) annually in May by the Executive Board, and

a member appointed from and by the Advancement and Communications Committee. All members of this committee shall participate in equity, diversity and inclusion training within three months of the start of their term. The Committee shall annually appoint a vice-chair from among its members by June 15.

Meetings

In addition to the initial meeting, which shall be held during the Spring Committee Transition Meetings, the Member Engagement and Services Committee shall normally meet monthly during the academic year. Additional meetings may be called as necessary by the Chair.

Quorum shall 50% of current committee membership + 1, including either the Chair or Vice-Chair.

Minutes will be taken for all committee meetings and approved minutes shall be submitted to the Executive Board for information.

Expected Activities

Where applicable to the mandate of this committee, the Member Engagement and Services Committee shall support the concrete actions outlined in MRFA 2025 to ensure the fullest inclusion of all Association members, with particular attention to those members whose voices and experiences have historically been absent from the Association.

The Member Engagement and Services Committee shall:

Actively enhance member engagement:

- connect, inform, support and recruit members in collaboration with other applicable MRFA Committees where appropriate;
- engage in new member outreach involving personal meetings with all new MRFA members;
- where appropriate and in accordance with the related MRFA policy, facilitate member directed activities, including working groups, where approved by the Executive Board; and
- receive and review the aggregate data from the annual MRFA Census, and other information where appropriate, to identify where further efforts are required for enhanced member engagement.

Via the work of a Nominations subcommittee - Promote participation in and support colleagues through the MRFA, and related affiliations, nominations, elections and appointments processes:

- promote MRFA, CAFA and CAUT elections, and seek out and encourage potential candidates for available positions;
- endeavour to ensure more candidates are nominated than the number of MRFA positions to be filled;

- endeavour to increase the representation of the membership's diversity through the nominations process:
 - encourage members from all appointment categories, Academic Units and Faculties to seek nomination to MRFA committees;
 - consider all areas of diversity when encouraging members to seek nomination to MRFA committees including, but not limited to, membership in a visible minority group, ethno-cultural identity, sexual orientation, binary and non-binary gender, and family status;
 - provide support to potential candidates in drafting campaign statements and other aspects of the nominations process as applicable;
- confidentially track relevant information from previous elections and committee work which may support the efforts of the committee in subsequent years; and
- as requested by the Executive Board, make recommendations to the Executive Board on appointments to ad hoc committees.

Coordinate the Department Liaison Network

In coordinating the Department Liaison Network, the Member Engagement and Services Committee shall:

- annually recommend to the Executive Board, by April, the appointment of a member, from each Academic Unit, to serve as Department Liaison;
- meet with the department liaisons at least two times per year, including an initial training session to be held in August of each year;
- work with the department liaisons to promote and enhance a two way flow of information between the Association and its members;
- when appropriate, activate the Department Liaison Network to mobilize colleagues on important time sensitive matters; and
- annually provide Department Liaisons with a list of expectations and duties, including but not limited to:
 - liaising with the Communications Officer in order to promote a two-way flow of information between the Association and its members;
 - representing departmental issues and concerns to the Association to ensure the Association is apprised of emerging issues;
 - actively engaging in job action preparedness leading up to and during job action as detailed in the MRFA Job Action Plan;
 - reading Association newsletters and reports, so as to be knowledgeable about Association business, and communicating this information within the home department;
 - reporting on Association business at department meetings;
 - attending as many Association meetings and events as possible, including Regular Meetings, Special Meetings and the Annual General Meeting;
 - encouraging colleagues to attend Association meetings and events;
 - attending one training session and four Department Liaisons meetings per year;
 - being visible and available within the home department as an Association contact and conduit to further information and/or provide support, including for contract faculty;
 - encouraging support for the efforts of the Association, and
 - promoting understanding of the Collective Agreement.

Other expectations and parameters for committee work

- the Member Engagement and Services Committee shall not, as a committee, endorse nominees;
- as Regular Members of the Association, committee members remain eligible to nominate candidates individually;
- members of the committee, not nominated for other Association positions, shall serve as vote sitters in MRFA elections, where applicable;
- members of the committee shall serve as vote sitters for ratification votes as required;
- members of the committee shall encourage colleagues' direct involvement and participatory engagement in the work of the committee.

Resources

The committee may submit requests to the Executive Board for expenditures from the 'Other MRFA Committees' budget line. The Administrative Specialist shall serve as recording secretary for these meetings and provide support in data collection, entry and reporting.

Nominations Processes

Process

By late-March of each year, the Committee will develop a complete list of candidates who have expressed interest for all available MRFA positions. Efforts shall be made to ensure that there are more than enough candidates for all available positions. To ensure there is sufficient time to engage in the nominations work, an initial version of the nomination form shall be available by the first Monday of February annually.

The Committee will have confidential and frank discussions on who to approach and which areas of the membership have not yet, or historically have not been approached, and develop plans to engage these segments of the population. Additionally, through MRFA's staff, the Committee's efforts shall be documented to track the progress throughout the year and allow for spring-boarding in subsequent years.

Timelines & Time-Commitment

The Committee will begin its work in January, and engage in the following meetings:

1. January
 - Orientation to documents and review of timeline
 - Consideration of preliminary roster of potential candidates for Executive Board Vacancies.
 - Assigning Individuals for direct outreach to potential candidates for Executive Board positions
 - Reviewing prior nominees and Members with interest and assigning outreach
2. February Progress check-in and revisit of plan of action / tasks.
 - Assess the potential candidates from an EDI perspective and identify ways to address gaps in faculty, department, employment category, and EDI demographic representation.
 - Send out a call for Department Liaisons to connect with colleagues who are seeking service opportunities:
 1. Provide a linked document that provides a summary of the work of Association Committees.
 2. Department Liaisons will be asked to set a target of getting two nominations from their department for possible MRFA service roles.
3. March
 - Department Liaisons will be asked to let the Association know what service opportunities members are interested in.
 - Progress check-in and revisit of plan of action / tasks.
4. First two weeks in April
 - Direct outreach by MESC members and Department Liaisons to get nominations forms signed
 - Progress check-in and revisit of plan of action / tasks.
5. Last two weeks in April (1-2 hours)
 - Finalization of list of nominees and direct outreach to fill gaps

Committee members will have varying time-commitments depending upon the number of members they engage with and the length of each engagement. The goal is to ensure that the entire Department Liaison Network is actively engaged in reaching out to colleagues to ensure that Members are aware of the service opportunities available and that Members can leverage their expertise and interests in getting involved in applicable committees. To this end, the Department Liaisons should utilize the documents listed below and the AEIOU framework to support their work in nominations outreach.

To advance the Member Engagement Committee and Department Liaisons' work, staff shall generate, and update, the following documents that the Committee can rely upon.

Internal - CONFIDENTIAL - Documents (restricted to the Member Engagement and Services Committee Members)

1. Members Returning from Sabbaticals Leaves – This document shall provide information to the Committee of all the members that have established careers at the university, and are returning from an absence (i.e., they have not re-established with their service obligations).

2. Members Approved for Sabbatical Leaves – This document shall provide information to the Committee of all the members that have been awarded a sabbatical and could be approached to discuss their plans for future years (i.e., once their sabbatical has concluded).
3. Members' Previous Notes of Previous Interest – This document shall provide information to the Committee of all the members that have either expressed a desire to become involved with the Association at a future point or the names of colleagues that have been mentioned as someone who would be great for a position in the future.
4. Prior Nominees not Elected/Appointed - This document shall provide information to the Committee of all the members that put their name forward in the prior Spring election but were not elected.

Publicly Available Documents (can be shared with Department Liaisons)

1. MRFA Executive Board Nomination Form– This form shall clearly articulate which vacancies exist and how the vacancies are to be filled. These forms will be linked to the comprehensive Role descriptions which outline the eligibility requirements for each role, the related committee work, reassigned time, and reporting requirements.
2. The Committee Nomination and Executive Board Appointment Form - This form shall clearly articulate which vacancies exist and , how the vacancies are to be filled, and all committees shall be linked to their charters which provide comprehensive details on the work of each committee.
3. The current year's MRFA Committee Contact List – This document shall provide information to the Committee regarding who is currently engaged with the MRFA and what their term lengths are. .
4. MRFA Membership List, Organized by Department – This document shall provide information to the Committee of all the members sorted based upon their Faculty, and will contain information regarding the Members' name, academic unit, rank, and email address. This list shall be used to assist with helping to identify members from a particular area within the university.
5. New MRFA Members – This document shall provide information to the Committee of all the members who have joined the MRFA within the last 2-years. This document shall be used to identify members who are new to the university, who likely do not yet have a service commitment (i.e., those who would be good candidates for entry level roles within the Association) and to gather information that can be used for future rounds of nominations.