

City, University of London Students' Union Standing Report

Summary

This paper is a summary of the Students' Union's current activity. The following areas are covered:

- Experts in the student experience
- Academic experience impact
- Developing communities
- Students' next steps
- Supporting students

Two actions required.

Recommended Action

Senate is asked to **note** and **discuss** the report.

Publication: Open

Students' Union Senate Report | May 2017

City University London Students' Union (the Union) has a strategic plan that is complimentary to that of City, University of London. The following report provides an update on the work the Union has carried out to further the priorities of its strategic plan, which can be found at: www.citystudents.co.uk/about-us/strategy.

Priority 1: Experts in the student experience

Learning at City Conference 2017

The Union's VP Education will deliver a Keynote at this year's Learning at City Conference 2017. The keynote will cover why it is so important for students to be involved in extra and co-curricular activities, the opportunities City Students' Union provides and how City staff can become involved in the Union's Vision 2020.

There will also be an exciting activity, putting City staff in the shoes of a Programme Representative and a Society Leader.

Food Survey

This project is still underway and will be used to provide comprehensive feedback to Sodexo around their catering provisions on campus. Common themes are currently being drawn from the large volume of open text questions, and there is a spread of positive feedback, as well as multiple areas where improvement and developments can be made. Once the report has been fully compiled, and agreed upon by Sodexo, it will be circulated to any relevant parties who wish to see it.

Priority 2: Academic Experience Impact

Programme Representatives

SCHOOL	REPS TRAINED	REPS 2016-17	PERCENTAGE
Cass Business School	144	158	91%
The City Law School	74	86	86%
School of Arts and Social Sciences	172	204	84%
School of Health Sciences	129	153	84%
School of Mathematics, Computer Science and Engineering	90	99	91%
TOTAL NUMBER OF REPS TRAINED	608	703	87%

The Union is currently conducting a review of the year through a short survey to students, programme reps and staff who support reps. Recommendations and actions will come out of the review and the Union will meet with Schools and key stakeholders for support with implementing changes to improve the programme representative system.

Learning Enhancement Awards 2017

The Union, supported by LEaD, hosted a successful Learning Enhancement Awards on Monday 20th March 2017. Over 250 nominations were received from students for Teaching in Schools, Personal Tutoring, Research Supervision, Professional Services and Assessment & Feedback. The ceremony was attended by over 100 students and staff.

Graduate Library Space

The Union has been working with SMCSE, SHS and SASS to inform students of the 55 extra spaces that SMCSE and SASS have found for their students (Thanks to cooperation and goodwill from SHS), including space for masters and research students. The spaces identified aren't central to one space such as was the case with the Graduate Library, however, it provides a welcome solution for the present. Communications from the schools and the Union will be released to inform students shortly.

Priority 3: Developing Communities

Societies

The Union has held society elections for the next academic year. There were 34 societies that have held successful election with 47 societies going to by-elections. This will significantly impact societies next year in helping them kick off their activities. The Union has also created a new Societies Board, creating a new democratic structure for societies to operate within. This Board will empower students to lead the area and help societies to develop.

Priority 4: Students' next steps

Brexit Essay Competition (VP Education Award)

The Union ran an essay competition asking City students 'What should a pro-Brexit Britain look like?' and we received 20 submissions from students across all School's at City. All submissions were reviewed and the top 3 were awarded at the Learning Enhancement Awards 2017. Prizes included 3 days' legal work experience, £100 cash, limited edition pens and City merchandise.

Business Cards for Students

Collaboration between Student & Academic Services (S&AS), Marketing and the Union on this initiative to provide all students with access to their own personalised City branded business cards has allowed for this project to progress extensively. The design for the cards is finalised, and S&AS are currently developing a policy to accompany the business cards so that they are used responsibly and in a positive manner for all students who request to purchase them. Communications to students about this initiative will be released shortly after the policy and any other relevant steps are completed.

Priority 5: Supporting students

Study Well Campaign

The Union will launch its new 'Study Well' campaign to further support students in the upcoming exam period. Each of the 4 weeks of the campaign will focus on Study Skills (in

collaboration with Learning Success), Get Active (in collaboration with CitySport), Mind Body & Spirit (in collaboration with Sodexo and Sustainability) and Timeout which will include our popular annual Petting Zoo in Northampton Square. There will be activities and events throughout the month including:

- Learn to juggle
- Gaming zones
- Healthy eating workshops
- How to make lip & beard balm workshops
- Pop-up badminton
- Local walks
- Recipe of the week
- Complement cards
- Freebies and much more!

Halls Representatives System

Upon receiving complaints around a specific accommodation provider via students at a Student Experience Committee (SEC), the Union President has begun liaising with the Accommodation Team at City to try and address these issues. The comments received from the students also gave way to the concept of a Halls Representatives (Halls Reps) system which the Union is also working on in conjunction with the Accommodation team at City to address a few different areas within student accommodation, including:

- Faster feedback mechanisms to ensure issues are dealt with more proactively
- Enhancing student satisfaction via faster response and action times on issues in accommodation
- Enhancing student satisfaction and student experience via allowing Halls Reps to hold social events (Where possible and permissible) in halls of residence
- Increasing student progression by dealing with issues more proactively and preventatively before they arise to enable a fewer students to drop out of university due to issues that affect their physical health, mental health etc. via Halls Reps signposting to relevant support services
- To hold halls of residence to account where required
- To provide students with greater insight into Union and University activities/campaigns via a top-down feedback system, as well as a bottom-up feedback system

This will be trialled in three halls of residence to begin with (Given their consent and cooperation), and after a trail year (Or possible two years of trial), will be expanded to encompass more halls of residence and City students who live there, but also to possibly be implemented to different areas of London where high levels of Commuter Students reside, albeit in a slightly different capacity.

Prevent

The Union has been working to ensure students interests are at the forefront at the Prevent Implementation Steering Group. The Union has been ensuring students will not be proportionately affected or discriminated against as the Prevent strategy is implemented at City, University of London.