



President's Report [QMSU]

Outcome requested:	QMUL Council is requested to note the QMSU President's report.
Executive Summary:	The Students' Union President submits a report to every meeting of QMUL Council which highlights some of the projects the Union is currently working on and the key successes since the last meeting. The report also identifies some areas about which the Union would like QMUL Council to be aware, provide advice or take action.
QMUL Strategy:	1.2 Support students to ensure that they can succeed and match their own and the university's high expectations for their academic and personal progress, providing both academic support and co-curricular development. 3.1 Encourage all students to achieve their potential by ensuring that teaching, learning and assessment, and student support are optimised, with the provision of appropriate levels of resource.
Internal/External regulatory/statutory reference points:	Education Act 1994 and related Code of Practice; QMUL Ordinance C5 Memorandum of Agreement between QMUL and QMSU
Strategic Risks:	Risk 2: Student experience: teaching, learning & assessment Risk 13: Maintain effective and constructive governance
Equality Impact Assessment:	The report describes the work being undertaken jointly by QMUL and QMSU to address issues around bullying, harassment and discrimination.
Subject to prior and onward consideration by:	N/A
Confidential paper under FOIA/DPA	No
Timing:	The President reports on the activities of QMSU at each meeting of Council.
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Date:	11 October 2017
Senior Management/External Sponsor	N/A

QMSU President's Report

College Council, Thursday 19th October 2017

Welcome Week

We delivered a fully-branded Welcome Campaign for 2017. Following a high-profile A-Level Results Day launch, the following was delivered;

- 4500 welcome packs sent out to incoming home students. 1500 packs distributed to new EU, International and Postgraduate students.
- Refreshed welcome videos with over 3300 unique views.

Participation in this year's fair was hugely successful.

- 10,000 students attended the fair over the course of 2 days
- Over 300 students signed up to be course reps
- Showcase of over 250 student groups and 40 external companies

The Fair expanded to new indoor spaces, with a focus also placed on new outdoor "festival" spaces across Library Square and Graduate Centre Square featuring interactive stalls, a Get Active pop-up and a full schedule of over 30 performances and demonstrations from our student groups. Satisfaction from groups and externals was over 90%. Photos and highlights of the day can be found on our Facebook page.

We launched an expanded Try Something New programme. Over 100 student group events featured in the new alcohol-free, Give it a Go programme, with the feedback overwhelmingly positive.

Enrolment Data Issues

A number of issues were experienced with student data this year, inhibiting the Union's ability to communicate effectively with students during the crucial welcome period. Information regarding new students was received significantly later than normal. This lack of information also affected and delayed QMUL's central communications.

Following this, due to data quality issues a high volume of students could not access Union services and communications as their data record contained unrecognised characters and incomplete fields, meaning this information did not transfer to the Union through the data feed. This led to dissatisfaction and complaints, damaging the Union's reputation.

A worrying number of students on the Allied Courses appear to have received no information from the University following enrolment, including induction, welcome and support information, timetable details and also no contact from the Union due to this data not being available to us during the Welcome period. This has left these students unsupported and uninformed during the critical induction and welcome period.

The issue seems to be being resolved at present but we remain concerned about the impact it has had so far on these students' experience.

24-Hour Library Opening

Mary Ojo, Vice President Education, has been working with Kate Price, Head Librarian, and other members of the 24-hour Library Working Group to provide a 24-hour library service for students throughout the academic year. This is a great milestone for QMUL and the Union. We are currently proposing to extend this throughout the summer to ensure that

Postgraduates are able to use the library within the same time frame and gain access to learning resources.

Black History Month

The Union has launched our first ever series of events to celebrate Black History Month in October. Black History Month is a time for us to highlight the histories, culture and struggles of Black Britons and all people of African and Caribbean descent. All our events will showcase the contributions that this group has made to our society.

Black History Month allows us to place close attention to a history that should be celebrated all year round and we anticipate that our events will be the catalyst for student activism, and the discussions that we begin will continue to be part of student discourse here at QMUL.

The aims of our Black History Month work are;

- To create a safe space for black students on campus, increase their participation in Union events and to foster social cohesion between all students.
- To create spaces to learn, discuss key issues and to partake in cultural experiences

Employability

Participation in the QMSU Skills award grew by 50% this year as previously stated in the last President's report by Miranda Black. Our Redbrick data has shown that students feel that the union should prioritise employability. Especially considering the introduction of the QM Model, we feel that we should continue to stress the importance of the skills we provide for students and enable them to be more confident about their future career.

Hive Refurbishment

QMSU has been working with Estates and Facilities, the Library, Sarah Cowsls and other members of the Hive working group to refurbish the building hopefully in December. The purpose behind this refurbishment is to maximise the spaces we have on campus for our students. Redbrick data has expressed clear concerns by QMUL students of the lack of space available. At the most recent meeting, a selected furniture presentation took place with the plan of the building, with the intention of this building to be used for multiple uses (student group events, QMSU events, Friday prayer etc.). We know that students continue to engage where they feel confident that their feedback is being acted upon, and so with this renovation students will be aware that the institution is listening on advancing their student experience.

Zero Tolerance Campaign

As stated in the previous President's report dated 10th of July, QMUL received £25,000 from HEFCE to develop initiatives on bullying, harassment and discrimination with sexual violence as a priority area. QMUL and QMSU will be leading a joint Zero Tolerance campaign which aims to ensure that everybody has the right to have a safe and supportive university and working experience. This Zero Tolerance campaign recognises that it is unacceptable for any person at Queen Mary, whether staff or student, to be subjected to sexual harassment or other forms of bullying, harassment, discrimination or hate speech and aims to end the culture of silence on issues that leaves such behaviour unchallenged. The campaign will tackle all forms of bullying and discrimination throughout all parts of our institution, including racism, discrimination based on religion, transphobia, homophobia, biphobia, ableism, and sexism. We all have a part to play to ensure there is zero tolerance for harassment at Queen Mary. The complimentary policy 'Dignity at QMUL' will provide a clear pathway for addressing all these forms of harassment and the Union looks forward to working with the University at tackling this pressing concern.

Our Outlets

As part of a wider priority of increasing SU engagement and to highlight the outlets we run, I spent some of my time working at the Learning Café, in the Library. I felt it important as President to be visible for students to see who I was. Furthermore, I also wanted to emphasise the importance of our Union outlets and how strong they are at attracting students, using the money they spend on drinks, resources which then go directly back into societies, campaigning as well as hiring student-staff from QMUL. It was a wonderful experience that matched our new strategic plan values of being 'welcoming, fun & committed' and would just like to stress the importance of our outlets on campus.