

Board of Management Students, Staff & Equalities Committee

Date of Meeting	Wednesday 6 May 2020
Paper No.	SSEC3-B
Agenda Item	4.2
Subject of Paper	City SA Impact Report 2019-20
FOISA Status	Disclosable
Primary Contact	Dylan Duff, Student President/ Eva Curran, Vice President, Diversity & Wellbeing
Date of production	21 April 2020
Action	To Approve

1. Recommendations

Students, Staff and Equalities Committee is asked to endorse the CitySA Impact Report for approval by the Board of Management.



IMPACT REPORT

2019 / 20



@city_sa



@cogcsa



@cogcsa



www.citysa.co.uk



citysa@cityofglasgowcollege.ac.uk



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Foreword

Welcome to the CitySA Impact Report for 2019/20, and another very successful year for City of Glasgow College Students' Association! Highlights this year have been the launch of our first ever Staff awards, success in winning two NUS Scotland Awards and for adapting so quickly to the Covid 19 Crisis in establishing our "Virtual SA".

As Student President, my proudest achievement this year has been the work we have set out to help alleviate student poverty. I know that being a student can be hard, so I was immensely proud that through working in partnership with the College and Baxtery Storey we were able to offer free soup to all of our students and even prouder when I learned that over 6,000 portions were handed out.

We cannot do what we do without the key staff and student members who support us. This year I am very fortunate to have such an engaged Executive Committee, who have been an integral part of all we do. We have also seen an increase in our engagement with Class and Faculty Reps, who are the cornerstone of the Students' Association.

On behalf of the team I want to take the opportunity to say that we loved the journey of being your Presidential Team this year. Thank you to all who have been part of it with us, helping it make it the experience brighter. I am excited to see what the new team for 2020/21 will bring, I know that they are eager to begin and whilst I know this year has been amazing, I have no doubt that next year will be even better!

See you Soon City!

Dylan Duff
Student President 2019/20

Meet the Team



The Student Executive Committee is the foundation of the Students' Association and this year it comprised of:

- Vice President Diversity & Wellbeing** - Eva Curran
- Vice President Learning & Teaching** - Callum Cross
- Vice President Social & Activities** - Robyn Lambert

- Charities & Fundraising Officer** - Kieran Wilkes
- Education Officer** - Mary-Jane McNicol
- Equalities Officer** - Daniel Moore
- Riverside Officer** - Jason McLachlan
- Wellbeing Officer** - Charlie Jones

We couldn't do what we do, without the continued support and dedication from our paid and voluntary officers.

Our Highlights

With a fantastic year behind us we wanted to take a moment to celebrate just a few of our highlights:



390

Is the number of students that took a break with us on World Mental Health Day, where we encouraged students to "Take a Break" and enjoy a free hot chocolate and Kit Kat.



£1139

Is the amazing amount raised to support local communities and organisations during the Covid-19 Crisis. We distributed 80 bags of essential supplies to St Mungo's Church and Townhead Village Hall along with donated funds directly to the likes of Refuweegie, Who Cares? and Scottish Women's Aid.



100kg

Is roughly how much waste we removed from our Campus grounds during our first ever Big City Clean Up, with 23 students and staff volunteering their time to help in exchange for a free breakfast donated by Baxter Storey.



Shaping the Life and Work of the College



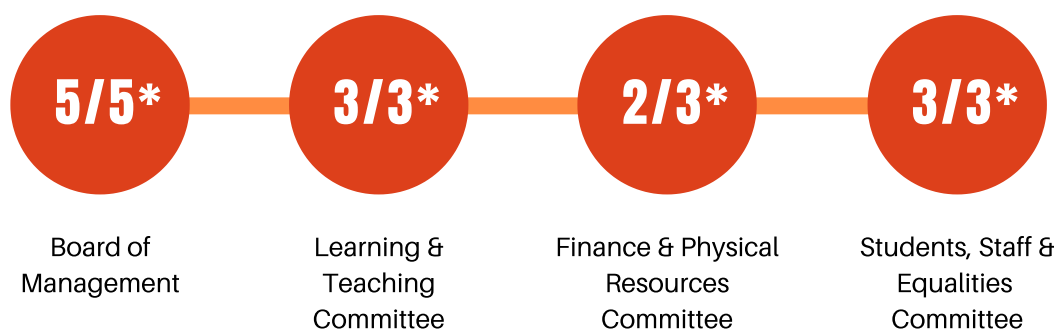
Students will be at the heart of every decision made in the College.

"Being able to sit on the Board of Management has allowed me to gain an insight to the workings that go on in the background of the college and contribute to making every students experience at City a great one."

Robyn Lambert, Vice President Social and Activities, Board Member

Student Representation on the College Board and Committees

Over the course of academic year 2019/20, the representatives within the Students' Association have continued to ensure that the Students' Voice is well represented across Board and its Sub Committees within our College.



* There is one further meeting yet to take place at the meetings indicated and it is anticipated that there will be student representatives in attendance.

As can be seen from the meeting attendances at each of the committees, the Students' Association has played a full role in the governance structures of the College. In these spaces we have supported the decision to give Classroom access to all students, work alongside the library to increase opening times and contribute to the College's 2030 Strategic plan.

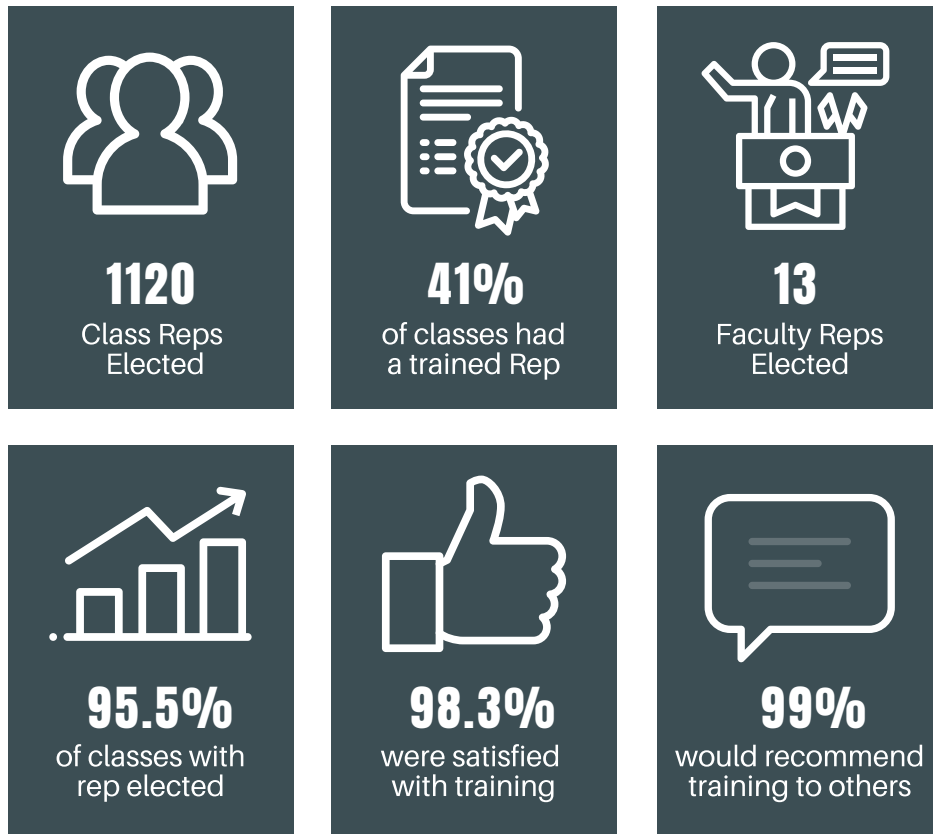
Regional Representation

Vice President Diversity & Wellbeing Eva Curran chaired the Glasgow Student Forum, which brings together student officers from various Colleges' and Universities. The priority campaign this year was to attain free student transport, with research completed with over 8,000 students across Glasgow. The forum are currently working on how this will be taken forward into next year with a workplan being developed for the new officer intake.

Student President Dylan Duff chaired Glasgow Colleges Regional Student Executive (GCRSE), a sub group of Glasgow College Regional Board made up of student officers from Glasgow's three Colleges. Promoting Student Mental Health resources has been the priority for this year which has been essential in supporting all of Glasgow's students during the Covid-19 lock down.

Academic Representation

This year we have continued to develop our Class Rep System including introducing specialised systems for ESOL and Foundation Apprentice (FA) Students.



Representation by Faculty

Creative Industries	97%
Education Humanities	94%
Hospitality & Leisure	96%
Nautical & STEM	92%

<h3>ESOL Reps</h3> <ul style="list-style-type: none"> 100% Reps Elected 28 Reps Trained 60% have trained Rep 	<h3>FA Reps</h3> <ul style="list-style-type: none"> 100% Reps Elected 8 Reps Trained 45% have trained Rep
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Student Partnership Agreement



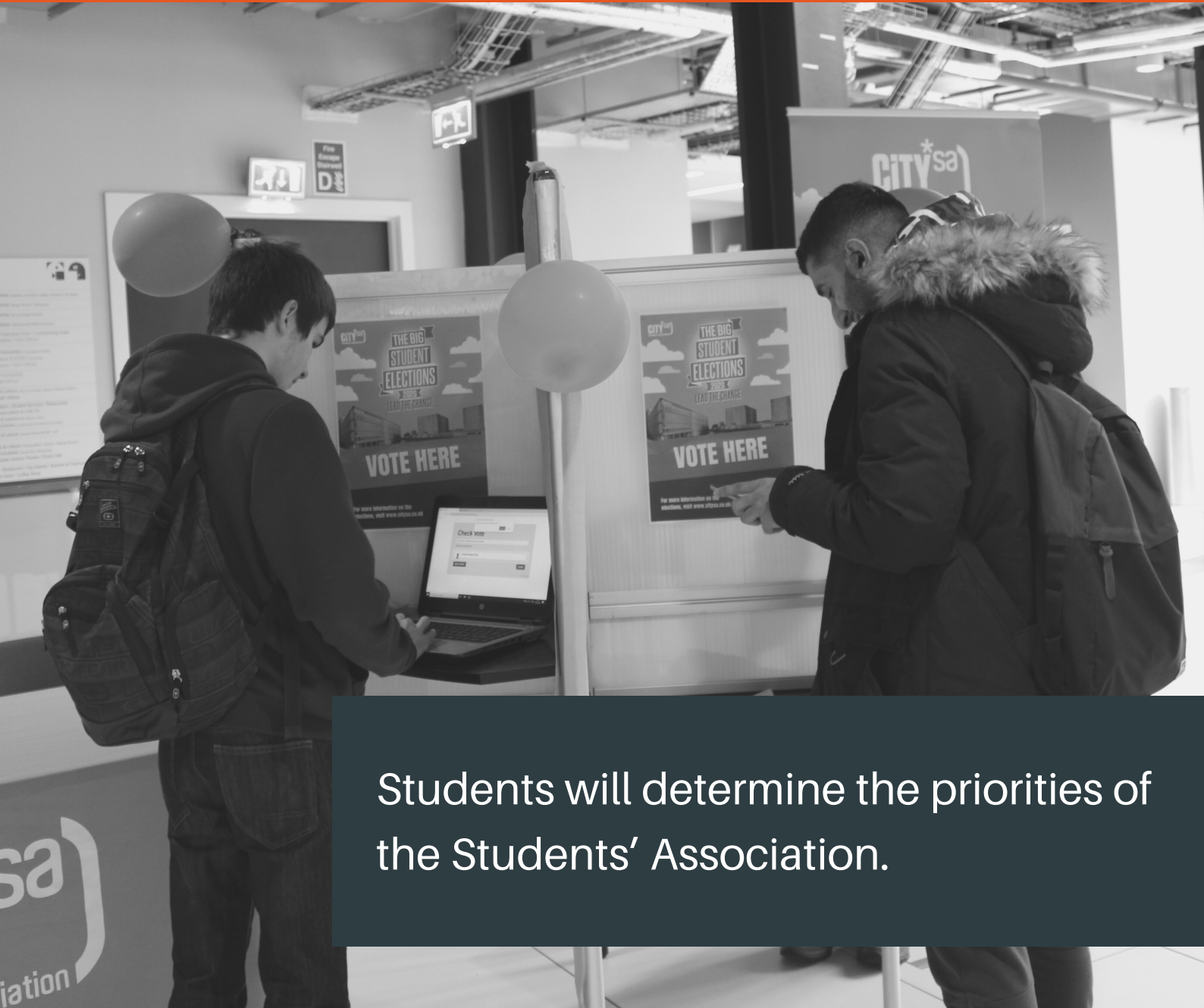
Our Student Partnership Agreement continues to use a dynamic approach to engage students in improving their experience at City by linking the topics we post on our My Voice ideas platform to the Student Experience Strategy. Ideas to take forward are agreed by the Student Representative Council and then discussed at our Partnership Forum with Key College Members.

In Block One the focus was on "How can staff and students contribute to a more sustainable future?". Ideas generated here resulted in:

- Our first ever Big City Campus Clean Up for Students and Staff
- Development of the publication of College sustainable achievements
- Commitment to embedding Sustainability projects into the wider curriculum

Unfortunately we were unable to progress with Block Two's Topic, on supporting student attainment and retention, due to the Covid 19 Crisis. We will however resume this topic in the next academic year.

Governance and Democracy



Students will determine the priorities of the Students' Association.

"It was my first time running in the BIG Student Elections and second place isn't bad at all, especially not within a category full of brilliant candidates. It was a wonderful experience for myself and I'm sure it won't be my only time running to be part the SA Presidential Team."

Robert Meikle, Elections Candidate 2020

My Voice

Students continue to use our online democracy platform throughout the academic year, this platform is open to all students and can be accessed from MyCity.



92

Ideas Posted



213

Comments Left



4047

Ratings Given

While many of the ideas cannot be implemented straight away, they often allow us to explain and signpost students to helpful information or services. This year through our work with My Voice we have been able to secure these tangible outcomes:

- Safe Cycle Storage established at Riverside Campus
- Signage improved in stairwells H & G of City Campus
- Community Clean Up event for staff and students set up
- Second LGBTQ+ Society set up at Riverside Campus due to increased demand
- Meat Free Options increased at both Baxtery Storey and Bistro Outlets

Democracy Review

In January we began work on our Democracy Review, with the hope to update our existing systems and improve ease of access for students. We have already conducted a full self evaluation covering areas such as; Elections, Class Rep processes and Accountability Structures. Working with NUS they have produced a set of recommendations based on this Review so far and we hope to pilot these ideas in the next academic year whilst consulting with our wider stakeholders.

Relevant recommendations will be presented as motions at our Annual AGM, scheduled to take place at the end of May 2020, for consideration from our student members.

Big Student Elections

Voting took place from February 24th – 28th to elect the new Students' Association Presidential Team. After another successful year and high voter turnout your presidential team for 2020/21 term are:

- Carlos Garcia - Student President
- Sandra Syzmanska - VP Social & Activities
- Iona Gibson - VP Diversity & Wellbeing
- Bernie Savage - VP Learning & Teaching



National Work

The Students' Association has not only been a key player locally, but also nationally. The Team have participated in multiple events and campaigns across the year including:

- NUS Lead and Change
- sparqs That's Quality
- NUS The Gathering
- National Climate Strike Action
- Got 5? Register to Vote Campaign
- NUS Scotland Conference (Virtually)
- NUS UK Conference (Virtually)

Eva Curran, Vice President Diversity & Wellbeing, has also worked closely with Think Positive, who are a Scottish student mental health project, supported by NUS Scotland. Eva holds a seat on their discussion panel as well as presented at their event in December.



Executive Meetings



The Student Executive Committee is the decision making body of the Students' Association, they meet regularly to discuss a range of topics including funding, SA Positions and to hold your officers to account.

This year we implemented a set structure for funding requests, which includes a robust criteria based on our strategic plan. This allowed us to provide £904.64 to help students with sponsored events. We have also written Position Statements on a range of topics these include, parking at the College, smoking shelters and Prevent policy.

Project Teams

A new working structure was developed this year when Project Teams were set up. This allowed the Student Executive volunteers to split up and take ownership of their work and then report back at the Student Executive Committee meetings. The project teams are made up by our Student Executive officers and supported by the Student Engagement Officers.

EXECUTIVE COMMITTEE



Diversity & Wellbeing
Project Team



Learning & Teaching
Project Team



Social & Activities
Project Team

Aware and Active Students



We will create a strong culture of volunteering and student-led activity.

"Volunteering my yoga teaching this year has helped my skills develop in a different and challenging new environment. This has been an absolutely joyful experience for me. I feel that the vision, support and enthusiasm that the SA staff was key in bringing this project to life".

Megan MacGregor, SA Volunteer

Freshers

This year we have had the biggest Freshers fair yet, hosted over three days and across both campuses. "CITYFEST" saw many internal and external partners from a range of areas provide entertainment, key information and advice to students.

For the first time ever, the Students' Association arranged for Alpacas to visit the College. Students and staff got to pet and interact with them, which proved to be a very popular and fun activity.

There was also a photo booth, Arcade games including Hexigol, free Dominos Pizzas and the College's student radio station City Radio, conducted interviews, kept the buzz of CITYFEST up with music and student shout outs.

This year, as in previous years, we gave our Supported Learning Students early access to the exhibition hall and the Alpacas and Hexigol. Overall it was an engaging and dynamic event which appealed to the whole student body.



40
Stall Holders



5024
Students Welcome



2074
Alpaca Interactions





Events

We have had a great year for engaging with students through our events, with 22 enrichment activities arranged, with 7226 students in attendance. Below are some highlights:

Yuel Fuel (Riverside)

The event was organised as a belated welcome event for international students who start later in the year and missed out on Freshers. Additionally, it was recognised as a feel-good event for students to lift their spirits at the beginning of the festive season. 481 Students engaged with the event which had food provided and an interactive Reindeer experience.

Festive Cycle

For the second year running this took place in the City mezzanine. Students and staff were to cycle as fast as they could on an exercise bike for 1 minute, the team with the most accumulated miles won a free 3 course meal in the Scholars restaurant. 75 participants took part and £100 was raised for Lodging House Mission to support homeless people during the festive season. .

LGBTQ+ Cake Slice

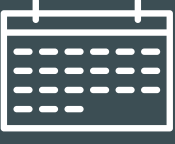
This event was Society led and took place as part of LGBTQ+ History Month, raising awareness of Purple Friday. Students were given information about LGBTQ+ History and a chance to buy a tasty snack. They raised £126.23 for LGBT Youth Scotland and engaged with 252 students with information on the charities work.

Clubs Societies

The SA supports the formation and organisation of student-led societies. This year there were more active students in societies than ever before within the College at both campuses.



11
Established Clubs & Societies



67
Individual Meetings ran in Blocks 1 and 2



88
Active Members across all Clubs & Societies

Our Societies

Christian Union
Film Society
LGBTQ+

STEM Girls
STEM Girls Riverside
LGBTQ+ Riverside

Perilous Expeditions
Pokemon Lets Go!
Games Development

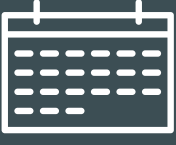
Raise IT
3 D&D
Wellbeing Society

Sport

We also offered a range of recreational Sports Clubs as well as continued support to the Colleges work in Competitive Sport through funding and promotion of activity.



8
Established Sport Clubs and Training Sessions



247
Individual Sessions ran in Blocks 1 and 2



196
Active Members across all Sports Clubs

Our Sport Clubs

Volleyball
Netball Training

Running Club
Futsal Club

Football Training
Men's Rugby

Basketball
Badminton

Staff Awards

We launched the first ever Staff Awards this year and we were delighted to receive over 450 nominations from students, recognising 170 members of staff, courses and projects across seven categories. The categories are:

- Teacher of the Year (One Per Faculty)
- Support Staff of the Year
- Outstanding Course
- Student and Staff Collaboration

An additional 'SA Champion Award' is also taking nominations from SA officers and volunteers, recognising the essential behind the scenes support work that makes our success possible. This was an entirely student led project, and we would like to thank those who took part, also the Student Executive Committee and Faculty Reps who sat on our judging panels. All of our awards shortlisting is due to be announced in April with winners announced in June.

Student Mental Health

This year we have actively been implementing our Student Mental Health Agreement, signed at the end of 2019. This work has included several different mental Health Campaigns including: Positivitree and 12 days of wellness.

The Diversity & Wellbeing Project Team were successful in securing £250 from Think Positive to implement "Wellbeing Workshops". The series of workshops focusing on ways to improve wellbeing and mental health, including; Yoga; Art Therapy and Mindful Journaling.

Due to Covid-19 (Page 16 for more information), a "Mental Health & Wellbeing Hub" was created on the Students' Association website with top tips and information to help students while the College is closed. There is also a list of support services available, which students can access.





Campaigns

Social Media Blackout

Our Social Media Black Out was designed to encourage students and staff to take a break from their phones in a bid to improve mental wellbeing as social media platforms have been shown to have an impact on mental health. The blackout took place on the third Wednesday of each Month from 12pm to 2pm where screens across the college showed our blackout images. Activities and opportunities around the college were also promoted as alternative to screen time including our clubs and societies, the fitness suite and Yoga classes.



SockIT

For the second year in a row we ran "SockIT" which is a campaign to help homeless people during the cold winter Christmas period. We encouraged staff and students to fill a sock with essential items which we donated to the Lodging House Mission. 130 socks were donated this year! Overall comments were very positive as this enabled students and staff to give something back to their community, so they know that they can make a difference within their local community by donating.



Winter Warmer - Free Soup

Our 'free soup' campaign was intended to support students financially during the winter when money would be most stretched. Partnering with the Student Experience Directorate and Baxter's Story we were able to provide free soup and homemade bread for the whole month of January to 6097 students. Our student survey showed that out of 254 respondents 70% agreed that the initiative was very helpful in managing their finances. Following the campaigns success Baxter Storey went on to pilot £1 pasta pots in February.

Virtual SA - Our Covid-19 Response

This pandemic was unexpected and unprecedented, it has effected everyone, including the SA. It has impacted what we had planned for the rest of the year, in how we work as a team and most importantly how we support our students.

Prior to the college closing our Student President, Dylan Duff, worked in partnership with the College Senior Management Team to produce FAQs and Student Updates on the crisis. On seeing the devastation of panic buying across the City the Team reacted instantly to set up a Just Giving Page to ensure those most vulnerable would not go without - an amazing £1139 was raised for local community groups.

After the College closed on March 17th, our focus remained firmly on our students and ensuring that all the Students' Association information was quickly moved to an online environment which students could access - including our new Wellbeing Hub. We devised a communications strategy for online engagement with students, which has included:

- Presidential Team Take Over - Interactive sessions twice a week
- Tuesday Shareday - Encourages sharing of positive ideas, thoughts & images
- Wellbeing Workshops - taking place online our weekly Yoga is proving to be popular
- Online Clubs & Societies - where possible moving our clubs to an online space
- City SA Podcast - Weekly talk shop with guest speakers and motivational content

Early assessment is showing that we are engaging on average with 750 students a week through our remote activity - with figures growing steadily.



Sustainable Resources



We will effectively represent the needs of our students within the College and our wider sector.

"The Officers of City SA effectively represent the interests of students at both a local level and a national level by engaging with college processes and attending wider sector events hosted by NUS, CDN and sparqs."

Dr Lisa Nowak, NUS Development Consultant

Finance

The College supports the Students' Association by providing staff, offices and meeting/event spaces within both campuses, and a block grant to pay for the day to day running of Association. The total staffing budget for the Students' Association including the Presidential Team, Sports Coaches and Associate Trainers is **£163,955**. We estimate that approximately 75% of the time of the Student Engagement Team is dedicated to Students' Association activity representing a further **£184,843**. The College provides the Students' Association with a block grant of **£35,300** on the basis that **£6,000** of income is generated.

Income

Income Source	Description	Income
Freshers' Fair	Freshers' Stall spaces	£4,000
NUS	NUS Extra Cards Sales	£388
Total		£4,388

Expenditure

Description	Actual Spend @ 17/3/2020	Budget	Variance
Support Staff - Staff Dev Courses/Conferences	£370.00	£1,750	-£1,380
Support Staff - Staff Dev Travel	£759.67	£1,500	-£740
Support Staff Subsistence	£96.02	£200	-£104
Equipment/Materials (Purchase)	£287.95	£400	-£112
Equipment - Rental	£159.80	£160	£0
Office Stationary & Materials	£153.83	£700	-£546
Printing & Stationary	£1,370.94	£1,500	-£129
Tools & Equipment	£1,266.56	£1,300	-£33
Other Equipment & Material Costs	£315.33	£3,090	-£2,775
Computer Equipment Purchase	£290.00	£300	-£10
Transport - Hire Charges	£2,685.00	£3,000	-£315
Membership Fees & Subscriptions	£8,323.58	£8,500	-£176
Events and Activities	£5,651.83	£6,000	-£348
Prizes	£665.00	£900	-£235
Internal Hospitality	£1,278.82	£2,000	-£721
Student Association	£90.39	£4,000	-£3,910
Total	£23,764.72	£35,300.00	-£11,535.28

CitySA Website

The Academic year of 2019/20 has been the first full year we have used the new website which has proven to be a fantastic resource, as a one stop shop for students to get key information about the Students' Association, including representation, sports & societies, student events and mental health.

In December 2019, we implemented Single Sign On (SSO) on our site, meaning students could use the same logins they use for their MyCity account when accessing the website ensuring a seamless experience and ease of access. As soon as SSO was available, we began utilising it straight away by using the website for Staff Award nominations, and most importantly, hosting our Big Student Elections on the site.



36,000

Visitors to the site
between Aug & Mar



64

Visitors from 64
countries worldwide

Top 5 Pages

- Elections Voting Page
- City SA Home Page
- Staff Awards Landing Page
- Sports/Societies Landing Page
- Elections Landing Page

Knowledge Hub

The Knowledge Hub is a new training portal hosted on the CitySA website, its purpose is to support the induction and training of the new Presidential and Executive Teams, as well as anyone who works or volunteers with the Students' Association. The hub contains three main strands: Induction, How to Guides and Training.

Induction - Every member of the Presidential and Executive team must undertake an Induction checklist that reviews, who are the SA, what they do, etc.

How to Guides - This is a single reference point for process driven work and covers several overarching topics such as, planning an event and having an effective meeting.

Training - The online training portal will complement the face to face training that will continue to be offered and provide additional signposting for each topic.

Value and Impact



We will secure our place as a sector leading students' association.

"CitySA is always forefront of regional and national student campaigns, such as tackling public transport. It is a pleasure to work with them"

Matt Crilly, President Strathclyde Union

External Awards

The work done by the Students' Association, both student-led and in partnership with the Student Engagement Team, has been recognized several times this year.



HBHM Award - 5 Stars - 2019

NUS Scotland - Diversity Campaign - 2020

NUS Scotland - College SA of the Year - 2020

We are also submitting work to the Green Impact Award for the first time this year, with ambitions to receive a "Very Good" recognition for our work on sustainability.

Strategic Plan

This year has been our first year of implementing our Strategic Plan, where we have set out clear goals as a Students' Association and what will support our work, for the next 3 years.

This year we have already made headway in completing our "to do list" by:

- Launching our Staff Awards
- Starting our Democracy Review
- Investigating new Income streams
- Updating EQIAs of our Processes
- Reviewing our Class Rep System
- Introducing our Officer Resource Hub

Over the next academic year we hope to implement our findings from our democracy review, so far, and start work on formalising our Volunteer Programmes.



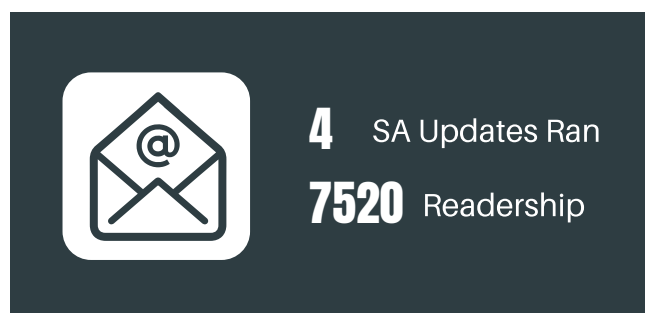
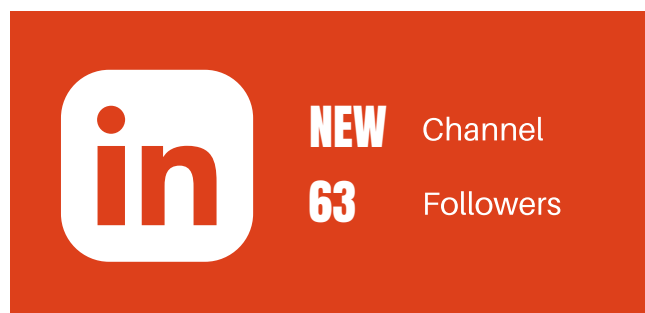
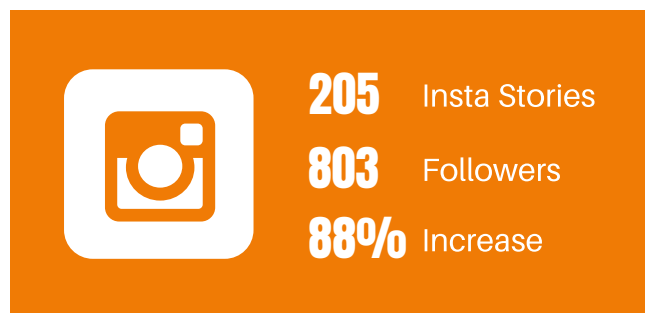
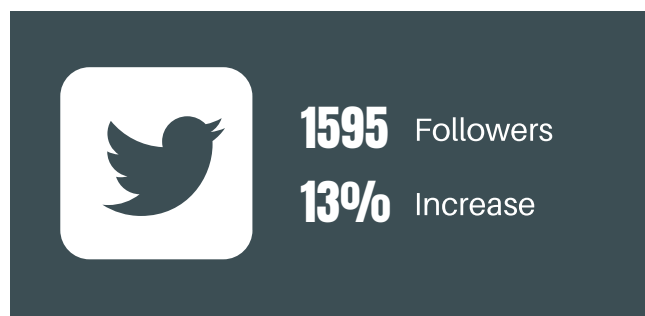
Communication and Marketing

In August 2019, we developed a new communications strategy aimed at increasing awareness of the Students' Association with the goal of effectively communicating to over 30,000 students at City of Glasgow College.

This year we continued to be the most followed College Students' Association in Scotland on Facebook, Instagram and Twitter. We also decided to extend our social media presence by adding LinkedIn to our portfolio. We have tailored our content which differs from channel to channel and introduced social media focused campaigns such as 'Social Media Blackout', '12 Days of Wellbeing' and 'Less Screen time, more me time' which have contributed to our growth.

Our strategy was to continue to appeal to different groups of students, using different social media channels. One of the primary focuses was to ensure we are targeting our main student demographic (Age 18-24) by heavily focusing on our Instagram page, as 47% of our Instagram followers fall into this age group. Through dedicated targeting and producing engaging content we have had significant growth using this channel, and we have seen our followers increase by 87%.

As well as effectively communicating to students via social media, we have also targeted students through all student emails and the 'Students Association Update', a bi-monthly newsletter which is sent to the entire student body highlighting what is happening within the Students' Association.



Acknowledgements

The Students' Association have had an amazing year with many great achievements. These achievements were only possible with the help of different departments and staff members, as well as our students, therefore CitySA would like to take the opportunity to thank those who have worked closely with us.

Firstly we'd like to thank Sinead McKenna, Janice Kennedy and Madeline Jean who have supported each member of the team offering help and guidance when they have needed it. Without Janice's attention to detail, Sinead's mentoring and guidance and Madeline's creativity the SA would not be the success that it has become.

We'd also like to thank Sandra Cook, who works hard every day to support and motivate each member of the team as well as providing opportunities to enhance their skills and build on their experience.

Thanks must also go to the Student Engagement team who work closely alongside the SA to create a variety of initiatives to not only improve the student experience but also create opportunities for students to work closely with other faculties.

A massive thanks to Gillian Plunkett, Claire Carney, Scott Harrison and Paul Clark who continuously work closely with the Students' Association to continue to improve the student experience in a variety of ways as well as strengthening an effective partnership.

Huge thanks to our Board of Management, and Principal Paul Little, who continue to invest in the Students' Association, and show an ongoing interest and belief in the value that a strong and effective Students' Association brings to the College.

Finally the Students' Association would like to share a massive thanks to all the students who have engaged in the SA throughout the year, volunteered at events and participated in elections. You are how and why we work and our purpose will never change, putting students at the heart of all we do.



City Campus
Students' Association
City of Glasgow College
Second Floor
190 Cathedral Street
Glasgow
G4 0RF
t: 0141 375 5322



Riverside Campus
Students' Association
City of Glasgow College
Ground Floor
21 Thistle Street
Glasgow
G5 9XB
t: 0141 375 5600