

Board of Management Students, Staff & Equalities Committee

Date of Meeting	Wednesday 19 May 2021
Paper No.	SSEC3-B
Agenda Item	4.2
Subject of Paper	CitySA Impact Report 2020-21
FOISA Status	Disclosable
Primary Contact	Nicolas Garcia, Sinead Mckenna
Date of production	10 May 2021
Action	For Approval

1. Recommendations

To approve the CitySA Impact Report.

2. Purpose

The purpose of this paper is to introduce this year's Impact Report from CitySA for approval.

3. Key Insights

CitySA creates a summary of the work it has achieved in the form of its impact report.

This year, we celebrate this 10th anniversary with yet again a successful year of partnership and hard work.

We hope this report will help readers to gain an overall understanding of the work we have carried out and the value added to the College. We hope to inspire you with our achievements, to celebrate them together, and to portray our experience and learning this academic year.

4. Impact and Implications

The report offers an update of previous work so there are no impact or implications.

5. Appendices

CitySA Impact Report 2021.pdf

IMPACT REPORT

2020/ 21



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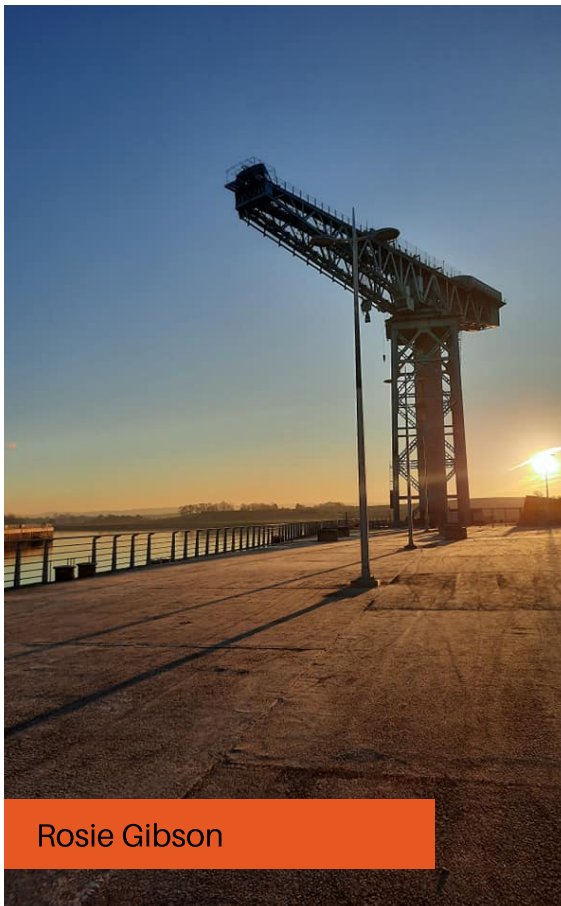
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Acknowledgements



Juliane Crosara Andraus



Rosie Gibson

Welcome

Welcome to CitySA Impact Report 2020/21.

The team wants to start by acknowledging the pandemic and the victims of COVID-19. Our thoughts and best wishes are with them and their families.

It has been a year of social restrictions and uncertainty, a year of learning and establishing the new Blended Learning and remote working. An incredibly difficult year for our students, our team and our College partners.

Covid-19 has challenged the way we do everything and forced us to rethink our practises and dynamics. However, this has also been the year of uniting, working together, helping each other, and practising compassion for ourselves, our lecturers and support staff, and our fellow students.

We are immensely proud of our Presidential Team, our Class Reps and our new Student Parliament. They all have risen to the occasion and demonstrate that students' peer support, kindness and hard work can make a great difference.

We are immensely proud of our College partners. Thank you for your dedication and commitment to our students, for your compassion and your hard work, thank you for keeping us safe and thank you for being ambitious.

Of course, with SA being almost entirely online, we have had to think creatively about the images used to celebrate this year. Throughout this report, you will see some wonderful photographs taken by members of our Photography Society, demonstrating what the "Classroom" looked like for them.

Many wonderful examples have been outlined in this report so welcome to what has been an unexpected yet incredible year.

Meet the Team



We couldn't do what we do, without the continued support and dedication from our paid and voluntary officers. The Student Parliament is the foundation of the Students' Association and this year it comprised of:

Student President - Nicolas Garcia

Vice President Diversity & Wellbeing - Iona Gibson

Vice President Learning & Teaching - Bernie Savage

Vice President Social & Activities - Sandra Szymanska

Charities & Fundraising Officer - Kieran Quinn

Equalities Officer - Zahra Khan

Riverside Officer - Craig Williams

Sports Officer - Jade Ann Cowan

Creative Industries Faculty Rep - Amy Watson

Education & Humanities Faculty Reps - Rosie Gibson & Kenny Morrison

Hospitality & Leisure Faculty Reps - Charlie Jones & Gonda Metzger

Nautical & STEM Faculty Reps - Callum Armstrong & Okoli Evangel

Shaping the Life and Work of the College

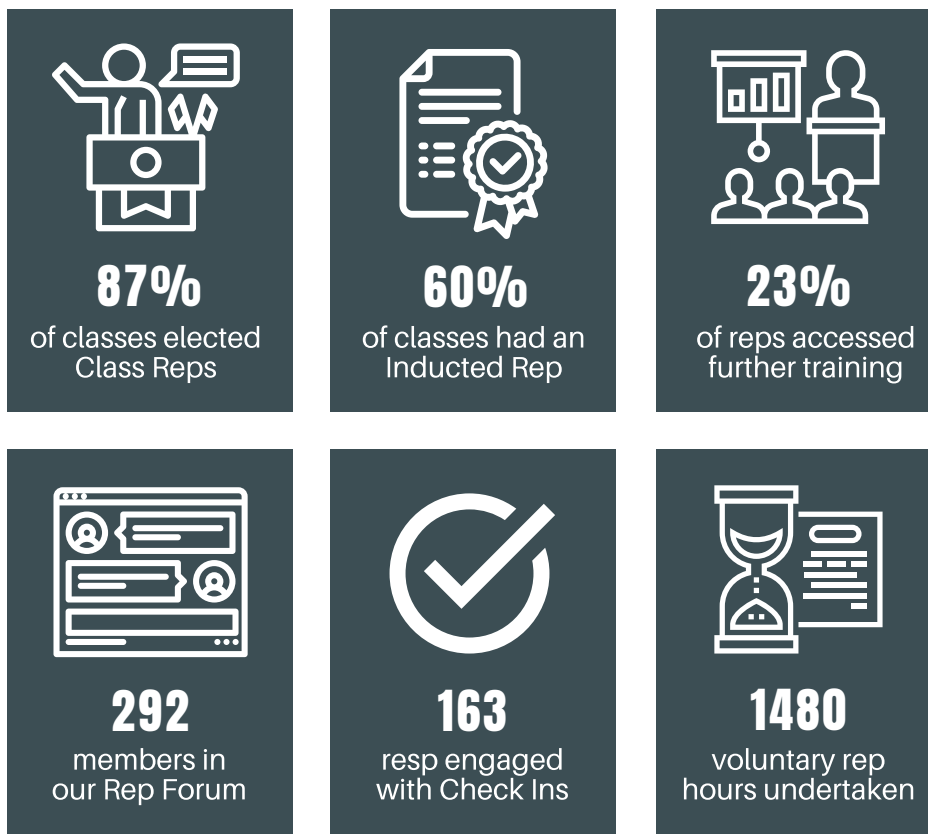


Students will be at the heart of every decision made in the College.

Photo - Rimantas Vilius

Academic Representation

This year we have adapted our Class Rep System by adopting a fully online approach, moving our meetings, induction and training to Zoom spaces. Additionally we have introduced new elements to ensure remote support was available to our reps which included introducing an online forum for peer support as well as an online check in survey, sent out each block.



Representation by Faculty

Creative Industries	77%
Education Humanities	95%
Hospitality & Leisure	94%
Nautical & STEM	87%

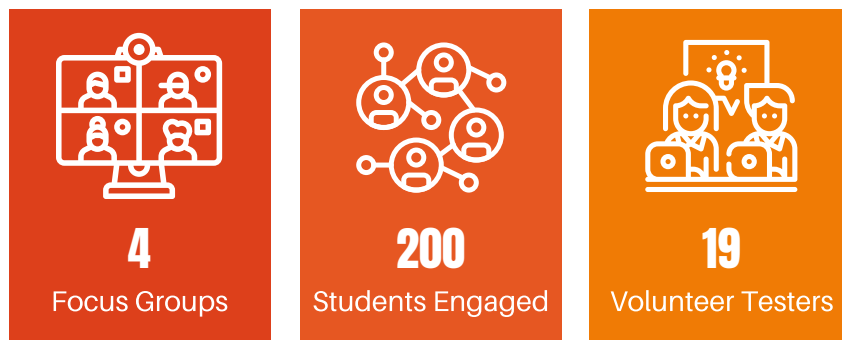
As a result, we have noticed a marked increase in the engagement from our reps this year with many previous barriers to engagement being removed (days on or off campus, location of meetings, etc.) Our new online forum has allowed reps to support and share best practice with one another, cultivating further peer to peer engagement. Additionally, our check in system has allowed us to monitor Class Rep local successes as well as make sure nobody is "left behind".

Student Partnership Agreement

Our Student Partnership Agreement (SPA) continues to create effective space for us to work in partnership with the College. After the rich feedback offered by students during the 'My Student Experience' questionnaire at the start of the year the SPA Forum agreed to use this as the basis for its Agreement Topics this year. As a result, our approach has been different this year working more locally with College departments to develop specific ideas allowing us to embed the student voice from start to finish and contribute to positive change for the student experience.

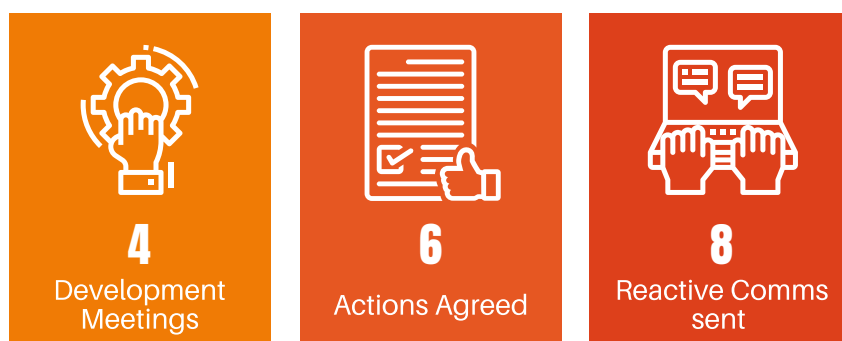
Digital Transformation

The adoption of Blended Learning has meant a review of the College's Digital Strategy and resources. Through the SPA we have worked with the Digital Steering Group to include students in this review through our Your Voice Counts program. As a result students have been able to contribute to the new Digital Strategy, the transition towards a new VLE, the mapping of a potential Student App and representation at OERxDomain21 Conference.



Student Communications

Remote working has meant an increase in College Communications to students this year. Working with the College Communications Team and the Student Experience Director a plan was agreed to improve the student experience of proactive and reactive Communication.



College Board and Committees

Over the course of Academic year 2020/21, our CitySA representatives have continued to ensure that the students' Voice 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.

Through our role within the College Committee structure we have meaningfully contributed to three strategies, Students Academic Experience, Sustainability and Digital, by offering supportive and constructive feedback and encouraging our partners to be ambitious in their approach.

Additionally, we have shaped the focus and approaches of the Environmental Working Group, influenced the reopening of the COP26 Steering Group and contributed on other important pieces of work such as the Performance Review Cycle; Assessment Guidelines; Blended Learning Guidelines; Back to Campus Protocols and Student Support.

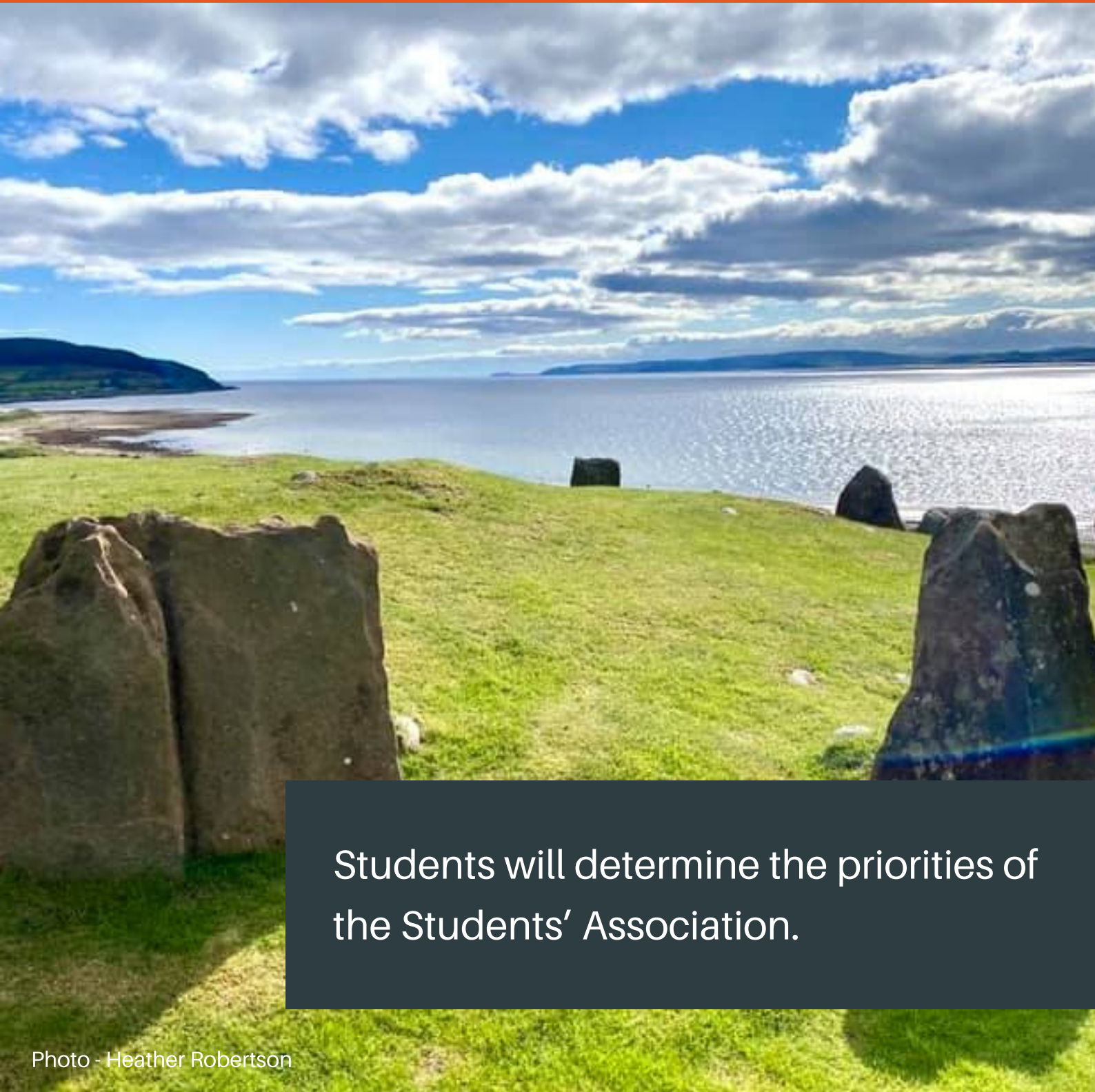
Regional Representation

Our Student President, Nicolas Garcia, has represented the students as a member of the Glasgow Regional Board. He has worked with his fellow Glasgow Colleges Students Execs (GCRSE) to run a mental health survey, offer regional students' feedback, testimonies and regular updates on the impact of COVID19 throughout the year. The GCRSE has shifted the approach this year, and have started collaborating on small projects rather than a big annual project. This has been proven very useful and has triggered further collaboration between the three colleges in Glasgow. We are running a Constitution Review to establish this learning.

National Representation

The Students' Association has supported and received support from NUS throughout the year. At Scotland Conference this year, we lobbied for an amendment to the NUS Climate Policy. Now NUS Scotland will seek for institutions to open discussions and consultations when they write their Sustainability Strategies, something that we have introduced at City.

Governance and Democracy



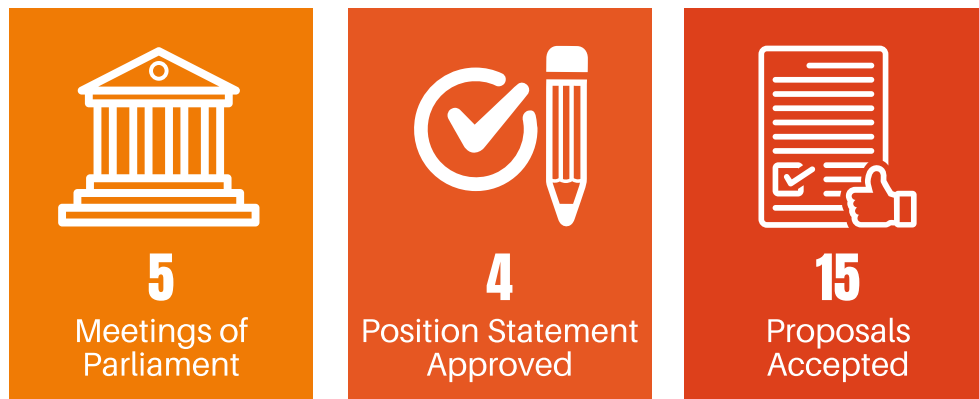
Students will determine the priorities of the Students' Association.

Photo - Heather Robertson

Student Parliament

Following our Democracy Review last year the team implemented recommendations to review and develop our Executive Structure which led to the establishment of our Student Parliament. The Student Parliament acts as the governing body of the Students' Association and makes necessary decisions on how the Students' Association will work and what it will work on in between each year's Annual General Meeting.

Our Parliament meets once every 6 weeks and is made up of members of the Presidential Team, Executive Officers and Faculty Reps. All topics are submitted in advance, along with questions from students.



Student Parliament have worked tirelessly with our College partners to support students with their concerns and support the College throughout the year. Student Parliament have had great success by creating positive change in our college community through working together from our own homes. Work has included:

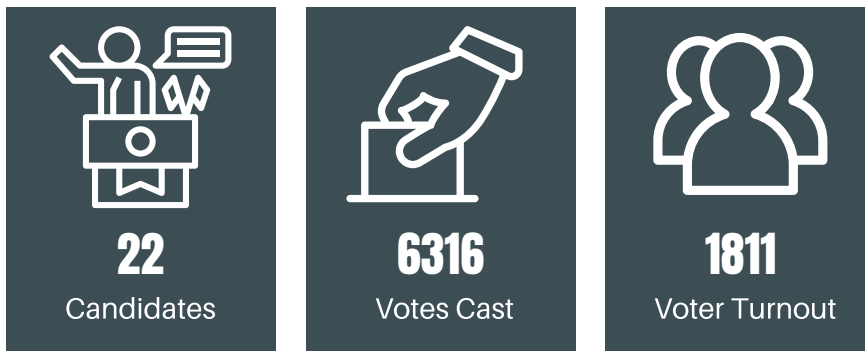
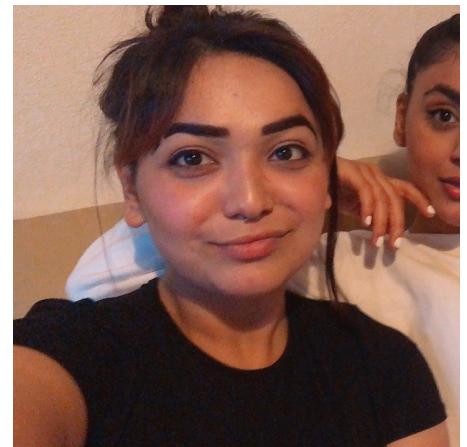
- Implementing the CitySA Constitution Review
- Working in partnership with the college on completion options for students
- Establishing affiliation with Amnesty International
- Ensuring adequate officer representation at College and NUS Conferences
- Updating SA positions on PREVENT, smoking and vaccination Programmes
- Approval of SA Advertising Proposal and SFC Funding Spend

We have not had a face to face meeting, and we might never have one, however, we will always remember the past year as a very meaningful experience of collective and self-growth, teamwork, and we will be eternally grateful for this opportunity. We look forward to present motions at our Annual AGM, scheduled to take place at the end of May 2021, for consideration from our student members.

Big Student Elections

Voting took place from March 22nd – 26th to elect the new Students' Association Presidential Team. After another successful year and high voter turnout the presidential team for 2021/2 term are:

- Bernadette Savage - Student President
- Lori Templeton - VP Social & Activities
- Zahra Khan - VP Diversity & Wellbeing
- Megan McClellan - VP Learning & Teaching



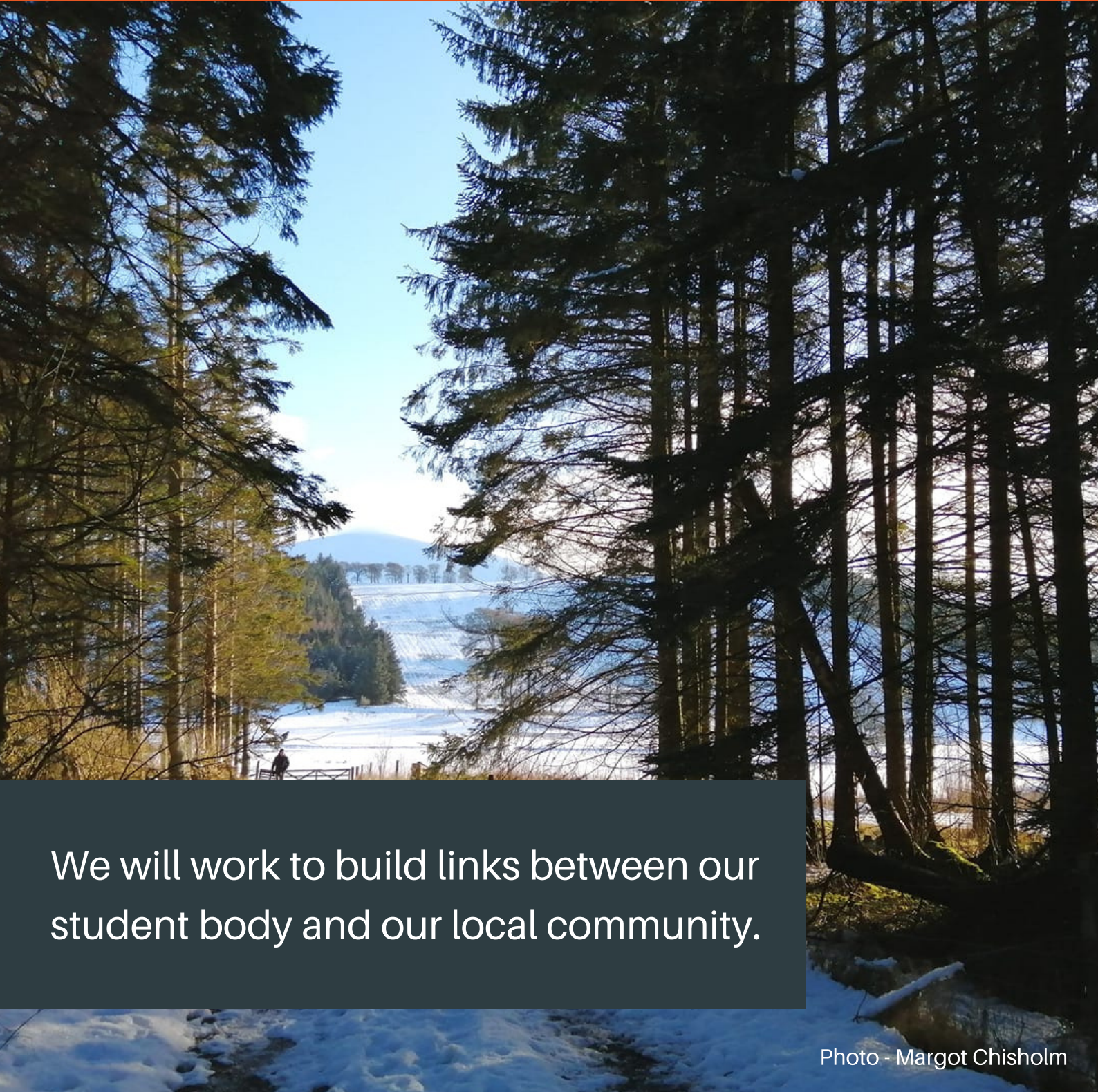
Constitution Review

Following our Democracy Review activity last year, it was recommended that a review of our constitution was undertaken. Sourcing an external consultant, they completed a robust research piece on our behalf, identifying what our stakeholders felt our Constitution should achieve and include. Stakeholders invited to participate included:

- Our students
- Existing and previous officers
- SA and SE Teams
- Wider College staff
- Members of the College SMT & ELT
- External partners (CDN, sparqs & NUS)

We intend for our updated Constitution to be approved by members at our AGM in May, before passing to the College Board of Management for review in June.

Aware and Active Students



We will work to build links between our student body and our local community.

Photo - Margot Chisholm



Events

We have had an exciting and dynamic year, adapting to hosting our events online for students and staff. Below are some highlights:

Freshers

To ensure the success of our Freshers Event this year we partnered with Freshers Festival Group to bring Virtual Freshers to our students. 2785 students signed up to access content from Virtual Freshers Festival. This included live Q&As with top influencers, interactive workshops with big brands such as Google and Coca Cola and thousands of giveaways.

Among US Tournament

The E-Sports society hosted an online Among Us gaming tournament in April to raise money for Get Well Gamers. This was an exciting opportunity for students from different classes to meet each other online while they game. The event was a great success with 77 students participating across the college.

Virtual Santa Dash

We were all sad that the usual Santa Dash was not happening in Glasgow this year, so we decided to come up with our own alternative, inviting Students and Staff to get involved in a bit of festive (virtual) fun leading up to Christmas. Participants were asked to complete a 3km distance, either by walking, jogging, or running which resulted in £200 being raised in aid of Beatson Cancer Charity.

Health Messages

The health and safety of our college community of students, staff and service providers will always be our first priority which has resulted in several Health Campaigns this year.

Same City, Safer City

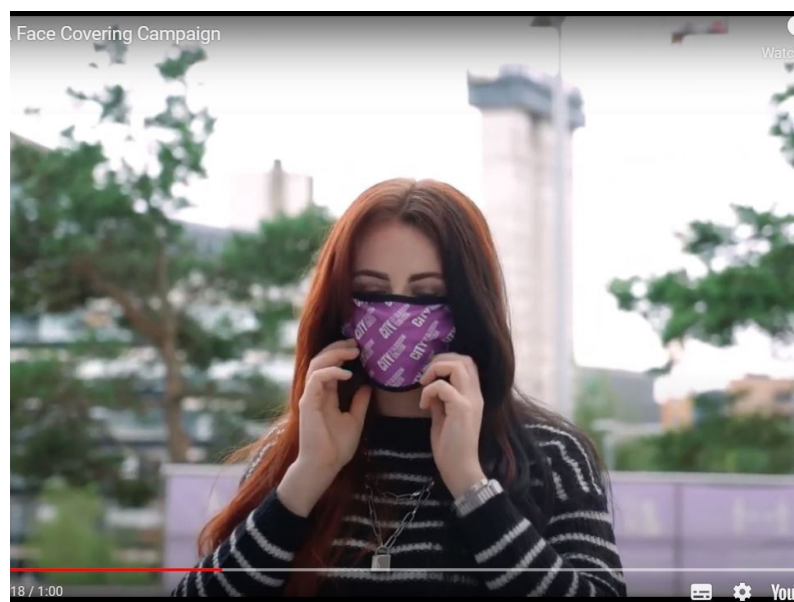
At the start of the year we launched our face covering campaign which encourages staff and students to wear a face covering while they are on campus. We also provided hints and tips on safely wearing your face and promoted the use of reusable masks. Our Same City, Safer City video gathered 2000 Views making it our most successful online campaign to date.

See you Later Elevator

As part of the College's new measures to keep everyone safe at City, only one person is permitted to use the lift at a time. In support of this social distancing measure, we launched a campaign promoting the many health benefits of taking the stairs where you can. We hosted information on our website along with campaign signage being featured around our campuses.

Its your Shot

It's your shot is a Students' Association Campaign which aims to provide facts to students about the current UK COVID-19 vaccination programme. As well as providing students with a Q&A fact sheet we also had the opportunity to pose student questions regarding the vaccine directly to Professor Jason Leitch, the National Clinical Director for the Scottish Government, and hosted the interview on our Youtube Channel.

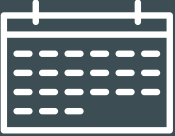


Clubs Societies

The SA supports the formation and organisation of student-led societies. This year to support our students we moved our clubs and societies online which resulted in our highest engagement yet. We achieved this by utilising social media platforms and Zoom Meetings, allowing students to engage when it suited them and from their homes.



12
Established Clubs & Societies



55
Individual Meetings ran in Blocks 1 and 2



886
Active Members across all Clubs & Societies

Our Societies

Debate Society	Disabled Students	International Students	E-Sports
Film Society	City Explorers	Amnesty International	Photography
LGBTQ+	Student Parents	Care Experienced	Down to Earth

Society Activity

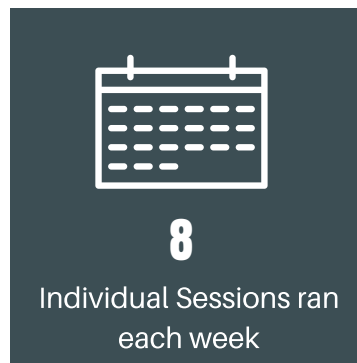
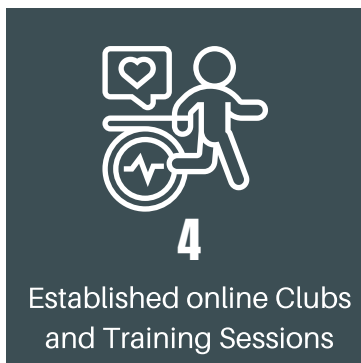
Our societies have been instrumental in providing exciting and engaging activities for our students this year. Both our Down to Earth and LGBTQ+ Societies have ran regular events and meetings throughout the year. Our Disabled Students Society have also worked on producing support resources for their student peers. Finally our Photography Society have ran regular competitions with its members to encourage engagement.

Convener Support

To support the success of our societies we organised dedicate training for all conveners as well as hosting monthly convener meetings. The training focused on the roles and responsibilities of a convener, information about funding and sponsorship for clubs and societies and how to manage the society social media spaces within the College's Social Media Policy. Our monthly meetings gives space for conveners to collaborate on ideas, request support and offer updates. In total, we have trained and supported 19 students conveners.

Student Sport

Since the start of the pandemic, we have remodeled our existing sports programme and moved it online. Our focus in the 2020/2021 Academic year has been on engaging both students and staff in a variety of different programmes such as weekly online fitness clubs, Step Count Challenges, virtual fun runs, sports challenges and campaigns. We recruited 3 paid CitySA instructors, funded through the John Mather Trust, to help us deliver our programmes.



Our Weekly Sport Sessions

Running Club

Gentle Flow Yoga

Power Yoga

HIIT Workout

Total Body Bootcamp

Total Body Bootcamp

Step Count Challenge

In October, working with Paths for All, we re-established our Step Count Challenge, designed to get students and staff to work in teams of 5 and go out walking every day for two weeks as a way to keep fit and healthy. The 26 teams that participated in the challenge walked 17,043,631 steps collectively, the equivalent of walking to New Delhi, India and back! Of the participants surveyed 84% reported an improvement in Mental Wellbeing and 69% reported an improvement in productivity. Our second Step Count Challenge will take place in May.

Fit in Feb

In February, we ran an initiative to keep students and staff active outdoors, by walking, hiking, running, wheeling or cycling. In teams of 3, participants embarked on a journey to complete all 5,500 miles of the Andes Mountains in South America (virtually of course!). 25 teams in total signed up (74 participants). Once completed we sent out a survey to get feedback on this challenge, 6/10 reported an increase to their physical health, and 8/10 reported an increase to their mental health and wellbeing.



78

Attendees at Micro-Agressions Panel



54

Engaged with World Mental Health Quiz



£520

Raised for Burlington Care Home Gifts



95

New LGBTQ Society Members in Feb

Diversity & Wellbeing

Black History Month

In partnership with the College, we provided a range of events throughout October to educate people about how intersectionality can affect minority groups. This included running our World Mental Health Day Quiz, with a focus on its Stigma and how it may impact BAME communities. We also promoted the EDI teams Microaggressions webinar where panel members discussed their own experiences of microaggressions and the importance of understanding what they mean.

Christmas Connections

Our Christmas Connections campaign was designed to reduce loneliness and isolation within our local community during the festive period by linking students up with elderly residents. Students were invited to submit postcard designs, poems and messages which were then sent on to residents of Burlington Care Home. Students and Staff also raised £520 to buy the residents Christmas gifts with the remaining balance donated to AgeUK. We also published our "12 Days of Wellbeing article" with tips to keep spirits high, supporting students on how to look after their own wellbeing during what was going to be a very different festive period.

LGBT History Month

In February, CitySA celebrated LGBT+ History month. We launched the beginning of our LGBTQ+ themed nights "Express yourself". These are monthly social nights that are open to all students to participate in activities, meet new people and have fun. On our website we hosted a page with a quiz that celebrated LGBTQ+ victories throughout the years and also featured a pledge to end the stigma of HIV within Scotland.

Environmental Sustainability

The Project Team was created this year on request of students, for the Students' Association and the College to embrace the green transition and accelerate change. Our greatest achievement has been to raise awareness about the difficult context we live in for any Climate Positive Action to take place, the work ethic needed for Climate Action and the key areas of focus for the Project Team.

- We have also embedded Sustainability into the CitySA Representation Structure and Staff Awards
- We have established long term relationship with key partner organisations in our community
- We have created spaces for students and staff to talk about the Climate Crisis and feedback their ideas on improving the sustainability profile at the college
- We have ran campaigns to give opportunities for students to engage with solutions and raise environmental awareness
- We have worked with our College partners to embed sustainability into the curriculum
- We have worked with our College partners on the First Sustainability Consultation ever run at the City of Glasgow College
- We have challenged the Climate Crisis NUS Policy for 21-22 and now NUS will work towards this, following City steps and promote institutions to create spaces where to consult future Sustainability Strategies with the student population.

This year we have learned fast, changed our direction if we faced barriers, we have never given up, and now, we are closing a year of hard work that have triggered a change in ourselves, our team, our students, and our College partners. We know we still have a long way to go, however, we understand how important our work is. We are in the early green transition and this year; we have found our direction of travel. We are embracing sustainability and we will transform our community working together.





Learning & Teaching

The Representation Project Team work hard to deliver an effective Class Rep System and robust democracy structures, but we still find time to offer further opportunities to our students.

Staff Awards

Following the success of last years staff awards we were delighted to receive over 330 nominations from students, recognising staff, courses and projects across eight categories. The categories are:

- Teacher of the Year (One Per Faculty)
- Support Staff of the Year
- Outstanding Course
- Digital Innovator
- Green Champion

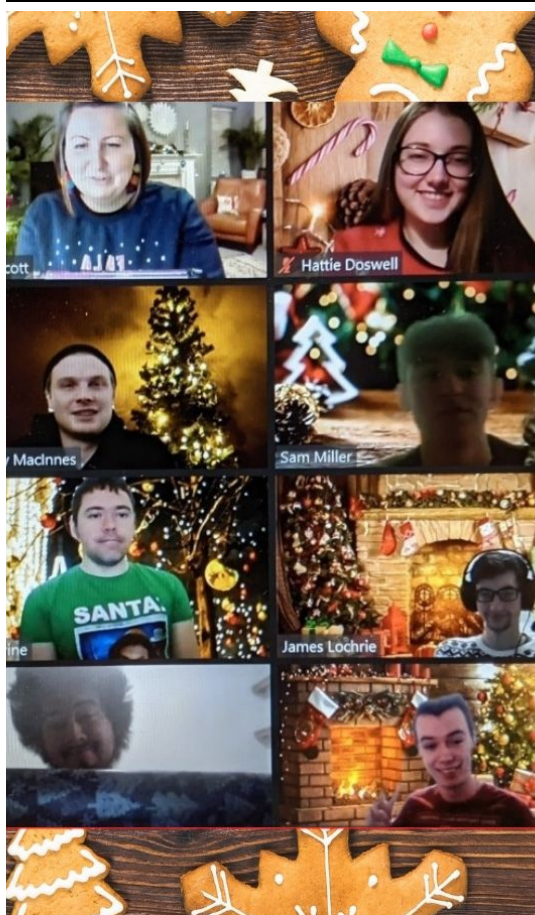
The introduction of the Digital Innovator Award was to recognise the amazing ways staff have engaged with students online this year whilst studying remotely.

Additionally, the Green Champion Award celebrates the staff that embed sustainability into their work and/or curriculum.

All of our awards shortlisting is due to be announced in May with winners announced in June.

Christmas Jumper Campaign

Students and staff had raised concerns about cameras not being turned on during classes, leading to isolation and disengagement. We wanted a fun way to encourage students to turn on their cameras and connect with their classmates so revamped our annual Christmas Jumper Competition. Classes were encouraged to take a screenshot of themselves looking festive together on zoom/teams for the chance to win vouchers for the whole class. In total 48 classes participated in the competition, with an estimated of 720 students engaging in the activity.



Communication and Marketing

In August 2020, we revised our communications strategy for the Academic year ahead with the primary goal of increasing awareness of the Students' Association, and effectively communicating to over 30,000 students at City of Glasgow College.

We 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). Instagram remained our main way to appeal to this demographic, as 47% of our Instagram followers fall into this age group. We continued to grow this channel by utilising features of Instagram such as Stories and IGTV for our main campaigns such as Elections.

Using Facebook Live and producing more video content has also been beneficial for us throughout this academic year. For example, we worked with external videographers to produce video campaigns such as our face covering campaign aimed at encouraging students to use their COGC branded face covering at College. From September 2020 – April 2021, we have had 13,368 views across all of our videos on this channel, therefore this is a tool we will continue to use in the future.

Overall we believe that this Academic year has been successful for growing our social media platforms, and we are delighted to remain the most followed College Students' Association in Scotland on Facebook, Instagram and Twitter.



3956 Page Likes
4072 Followers
11% Increase



1755 Followers
10% Increase



125 Insta Stories
1250 Followers
56% Increase



108 Followers
61% Increase



30 'Whats On' Emails
10401 Reached

Sustainable Resources



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

Photo - Harry Tanser

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 **£181,149**. We estimate that approximately 75% of the time of the Student Engagement Team is dedicated to Students' Association activity representing a further **£222,333**. The College provides the Students' Association with a block grant of **£33,535** on the basis that **£6,000** of income is generated.

Income

Income Source	Description	Income
NUS	NUS Totum Card Sales	£229.35
Total		£229

Expenditure

Description	Account Code	Actual Spend @ 23/4/2021	Budget	Variance
Support Staff - Staff Dev Courses/Conferences	19102	£223.00	£1,959	-£1,736
Support Staff - Staff Dev Travel	19103	£0.00	£1,130	-£1,130
Support Staff Subsistence	19104	£0.00	£400	-£400
External Consultancy	19901	£595.00	£595	£0
Equipment/Materials (Purchase)	31001	£0.00	£770	-£770
Office Stationary & Materials	31007	£249.19	£550	-£301
Printing & Stationary	31008	£171.00	£1,080	-£909
Tools & Equipment	31013	£0.00	£1,770	-£1,770
Other Equipment & Material Costs	31014	£240.88	£2,467	£2,467
Transport - Hire Charges	33001	£0.00	£2,500	-£2,500
Membership Fees & Subscriptions	34002	£10,565.36	£11,044	-£479
Events and Activities	34010	£8,060.87	£2,670	£5,391
Prizes	50401	£2,430.98	£1,300	£1,131
Internal Hospitality	50801	£0.00	£1,300	-£1,300
Student Association	50907	£300.00	£4,000	-£3,700
Total		£22,836.28	£33,535.00	-£6,005.60

CitySA Website

The Students' Association website has been a vital resource for students this year during the COVID-19 pandemic. It acts as a one stop shop for students to get key information about the SA, including representation, sports & societies, student events and campaigns. It has also been an important tool to help support the student's physical and mental health by providing key information about COVID-19 and sharing ways to stay safe and improve wellbeing.

This year's Big Student Elections was successfully hosted solely through the website with the most ever votes recorded. Across all election themed pages we had 22,852 page views. This year's AGM voting will also be hosted on the website for the first time in May 2021.



We continued to advance our ambitions to utilise advertising on our website as an income generator following approval from the College's Senior Management Team. Moving into next year, our main focus for 2021/22 is to further develop this strategy by reaching out to local businesses to advertise with us which in turn will generate revenue for the SA.

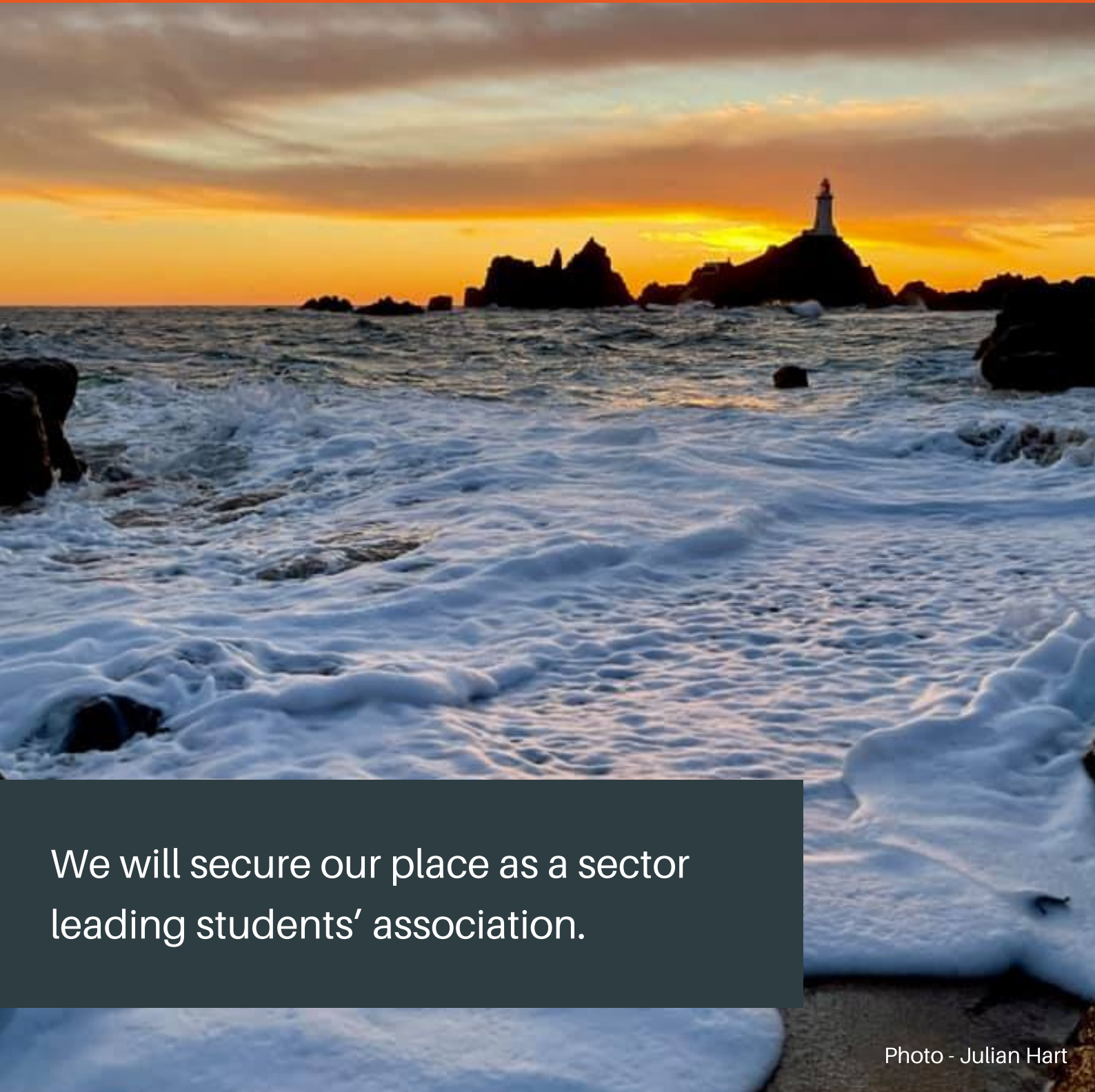
Strategic Plan

Despite the obvious challenges this year, we have not faltered in the delivery of our Strategic Plan and instead have used the increased "desk time" to review and develop key parts of our work. This year we have:

- Invested in student & volunteer engagement through our website
- Implemented recommendations from last year's Democracy Review
- Developed our Class Rep System following last year's review

As we move into the next Academic Year we have made further investments in Student Volunteering, making use of SFC funding to recruit a Volunteer Development Officer.

Value and Impact



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

Photo - Julian Hart

Testimonies

I have welcomed the opportunity to work in partnership with the Students' Association since beginning my role as Wellbeing officer in April 2020. I have learned from this wonderful and friendly group a lot about the student experience in the college, and now understand better how we can support staff to support students. - **Jill Loftus, Wellbeing Officer**

Class Rep training was a fantastic opportunity for me to learn new skills and develop in my role. The session on making change happen helped me build better relationships with my lecturers and my class.

- **Class Rep**

I found the virtual run beneficial as it helped to know that others were doing it. Donating money to a charity close to my heart was great and I would do it again if one was organised! - **Student Participant**

The Students' Association is an integral part of the College Environmental Sustainability Working Group. As well as a student voice, they also arrange engaging and inspiring events ensuring we not only meet our aims and objectives of the College Sustainability Strategy, but also in recognising and reducing our impact on the environment. - **Fergal McCauley, Head of Facilities Management**

As convener of the down to earth environmental society, I have gained leadership skills and knowledge surrounding environmental issues. Working as part of a team has allowed me to strengthen my awareness of other ideas and input that has helped to create a society that embraces all students from all backgrounds. I would like to greatly thank the SA for their efforts in providing fun and outgoing online societies under these extreme circumstances. This year has taught us just how strong we are as individuals and if we can get through a covid pandemic then I am sure we can get through anything. - **Emma Ewart, Society Convenner**

The SA environmental project team has been so inspiring, an amazing partnership to save our planet. - **Allison Miller**

As Equalities Officer at CitySA I learned of complex and simple needs that students in the college have and how these needs are facilitated. I worked along like minded individuals in the student Parliament and knowing that my peers share a collective ethos and beliefs developed at CitySA going into their varied industries gives me hope for a better, stronger and sustainable future. - **Zahra Khan, Equalities Officer**

Working with the SA this has been fun but also challenging to juggle both SA responsibilities and college work. It has also been fun to be on multiple societies like the Down to Earth who helped broaden my mind about the environment and things we can do to help the college become more green. - **Gonda Metzger, Faculty Rep**

We should take the time to celebrate our parliament members. In unprecedented circumstances our college has been represented by students that not only represent their faculty but has represented our college. They have single handedly supported, guided and advocated for our students of City. I want nothing more but to see our institution carry on in Parliament, because if we were to be a 'Super College', we need heroes like them, the ones that are there for the students and by the students. - **Amy Strange, Faculty Rep**

Acknowledgements

The Students' Association has had a year of change, a year of learning and of transformation. This would have not been possible without having a team of individuals who both are open to change and have a devotion to our students.

Firstly, we'd like to thank Sinead McKenna. As a Students' Association Coordinator, she has welcomed a new and very ambitious Presidential Team in a very challenging time. We can't thank her enough for her hard work and for never giving up. Her openness and compassion have made a real difference to our team.

Secondly, we'd like to thank Sandra Cook, our Student Engagement Manager. She has gone the extra mile to make sure that we were happy in our positions and feeling good. Her mentoring, encouragement and support has been invaluable this year.

Every piece of work in the Students' Association is a team effort, and we would not be able to do what we do if it wasn't for Janice Kennedy, Madeline Jean, Michelle Kenna, Jessica Copping, and the full Student Engagement team. As always, we are extremely grateful for your support.

A massive thank you to all the College Lecturing and Support Staff. We know this year has been extremely difficult for you. We want you to know that we are eternally grateful. Your hard work, kindness and compassion have had an impact on the livelihoods of thousands of students who will impact millions of other people. You have made it to this point, guarding our rights for an education in the middle of a pandemic, you are HEROES.

A special thank you to Gillian Plunket for staying in constant dialogue with our Student Parliament. To Claire Carney for her passion for education and devotion to our students. To Sheila Lodge for always reaching out to us, for her constant support and kindness. A further thank to the Board of Management for continuing to support the SA and for the spaces you share with us.

Finally, the Students' Association would like to share a massive thank you to all the students who have engaged in the SA throughout the year. We can't be prouder of the work from our Class Reps, Student Parliament, Society Convenors and other Volunteers who have gone online, have team up and work hard supporting students, visualizing students concerns, and keeping vibrant the College Community in a very challenging time. Together, we have triggered positive change in our Community, and in ourselves.

Such a beautiful response. In a time of crisis and uncertainty, we have united and supported each other.

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