

1983 Listening to students is a duty not a luxury passed 3 November 16

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Union Notes:

1. In the UK National Student Survey, Question 23 asked students the following
2. "Thinking of all the services, including support, activities and academic representation provided by the Students' Union (Association or Guild) at your institution, to what extent do you agree with the following statement: 'I am satisfied with the Students' Union (Association or Guild) at my institution'
3. This year UEASU scored lowest on this question for a decade
4. UEA dropped 40 places in rank terms- the biggest loser in the SU sector in the UK

Union Believes:

1. An analysis of NSS free text comments, and comments received by officers during election time suggest a significant disconnect between students and their SU
2. That too often students feel that SU officers don't talk to students, don't listen and don't consult on important or controversial issues
3. SU's have an important role in encouraging action and being radical but they have to take the student body with them to be successful
4. It's not enough to imagine that Union Councillors talking to constituents about motions is sufficient engagement with the student body over a controversial issue

Union Resolves:

To mandate the SU Officers to:

1. Prioritise major student experience issues every year that come from talking to students and policies passed here
2. Ensure the Union talks directly to at least 200 students every week about issues relating to student life
3. Investigate new research platforms that would enable the SU to consult on what the SU saying about students to University committees
4. Report on what SU officers are saying and doing on big student issues both online and in printed form
5. Ensure all SU reps, officers, volunteers and anyone involved in the SU know about what the union is doing for students
6. Trial a new Halls Reps system so that first years' concerns don't get ignored
7. Spend time in the Hive and around campus every week talking directly to students about the student experience
8. Prioritise development of strong academic societies in every school
9. Ensure that officers bringing policy proposals to council have taken steps to consult with the student body before proposing
10. Investigate ways to ensure that the student body is consulted or polled when a controversial issue is raised at Union Council and bring proposals/options to council for bye law or constitutional change as part of the student leadership review