

3. Changes to You Make Change

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This paper has been written with reference to the current structure of the Students' Union

Discussions in the Education Zone Committee (01/31/2019) involved some interesting debate about how the You Make Change (YMC) platform could be expanded to include Student Leaders and other Part-Time or Voluntary Officers. There were two ideas which were discussed:

- Allowing Course Representatives to make YMC submissions on behalf of their cohorts; and
- Expanding the YMC platform to include Student Leaders and Voluntary Officers.

Given YMC does not live within the Education Zone, we decided the best course of action would be to submit a paper to Senate for discussion as there are questions regarding functionality we will need to consider before radically changing the platform.

Discussion Point – 1

As a goal, is Senate happy to move towards expanding the YMC platform to include the points above about Course Representatives submitting YMC and expanding the platform to include SL/VO? This plan, however, is very Education-oriented and we will need to explore how such a tool will benefit people across the different Zones.

We propose that the YMC can greatly improve with regards to its functionality if Student Leaders and Voluntary Officers are included in the process. Whilst a brief scroll through the YMC questions and changes shows things that are fairly SUSU-centric, if we were to expand the platform then it can be used as another means of improving feedback mechanisms. Moving forward it would provide a central platform for students to feedback, on all matters rather than just Education.

This new version of YMC could include, for example:

- A tick box saying this relates to my course, in which case it will give the Sabbatical Officer a clear indication where to send it.
- A categorization tool where the submitter can self-categorize their submission (e.g. library, sports, course, other).

If we take Bournemouth's Students' Union, for example, they have Student Representatives rather than Course Representatives. Amongst others, one way they receive feedback is through SimOn, where feedback from individuals goes directly to their Student Rep (and is not limited to Education matters). It is also worth noting their higher NSS scores when it comes to the Students' Union.

Discussion Point – 2

YMC currently has a thumbs up and down tool for the Sabbatical Officers to gauge interest around the different submissions (that is not to say something will not be actioned if it receives no thumbs up). Moving forward, how can we best utilize this tool?

Discussion Point – 3

If we expand the YMC platform to allow Sabbatical Officers to delegate to Student Leaders and Voluntary Officers in their Zone, how will the 10/20 working-day action time be implemented? Whilst Sabbatical Officers may hold full-time roles at the Students' Union, the expectation is that Student leaders and Voluntary officers put their degrees first and a set turnaround time may prove problematic.

This paper proposes that the 20 working day turnaround time be adapted to reflect the proposed inclusion of Student Leaders and Voluntary Officers. There is an expectation on our student volunteers that the degree comes first and a 20 working day turnaround time may prove problematic for them. The adaptation proposed is that someone with an action coming out of YMC has to respond within 20 working days with an update or plan of action, rather than completing the action within 20 working days. This will also allow those with YMC submissions to bring the submission to the relevant meeting or body which may well fall outside the 20 working days.

For example, someone asking SUSU to lobby the University for better recycling facilities would involve the Sustainability Zone and discussions with the University, meetings which may be further than 20 working days in the future.

Discussion Point – 4

How do we avoid a cycle of delegation? One potential issue of being able to delegate and pass tasks to others is that the task will be passed around at the expense of it getting done.

This paper proposes a loose framework on delegation. At the initial phase, the decision to delegate would be made jointly between the Sabbatical Officer and Student Leader in order to make sure it goes to the right person. Should the delegate be unable to action something (through no fault of their own), they can then ask for support from their Student Leader or Sabbatical Officer. This process will also allow for monitoring of progress.

This proposal therefore suggests that Senate forms a YMC Working Party tasked to address the matters raised in this paper and provide a new policy/guideline for YMC for presentation at the next SUSU Senate.