QMU QUEEN MARGARET UNION

ANNUAL GENERAL MEETING 2020

Reports of the Board of Management

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PRESIDENT

COURTNEY HUGHES

MAIN EXECUTIVE RESPONSIBILITIES

1. **Provide guidance, motivation and training to the Board of Management and their committee (as appropriate).**
   - I had regular one-on-ones with the Convenors to discuss any issues they had and to talk about their plans. Unfortunately, I hadn't managed to have any in the second Semester but I have meetings soon with the incomings.
   - I held monthly Exec-Cons meetings, but after December I made the move to open these up to all members of Board of Management without an agenda to allow for free discussion from all members of the Board.
   - I supported the attendance of training courses of Board members wished to attend. Heather, our Campaigns & Charities Committee, attended an SCVO Fundraising course, and members of Elephant in the Room attended a Mental Health First Aid Training course.
   - After the By-Election in October and the General Election in March I held training sessions with the new Board Members. After the training session in October I built on the March training to include more practical information regarding the Union.

2. **Support and advise other members of the executive.**
   - I checked in on a regular basis and made myself known to be available, and always asked if any tasks needed to be covered.
   - Before the resignation of the VPMCS in December I asked to meet up and discuss the reasons behind the resignation first to see if there was anything that could be done to prevent the resignation, make the VPMCS feel more comfortable, and prepare for any future issues.

3. **Encourage involvement in the Union by ordinary members.**
   - I have been active in the involvement of University Open Days (inc. the online Offer Holders Day), the Freshers' Fair, and the Refreshers' Fair.
   - I always encouraged board members and volunteers to get involved with what is happening and encourage their friends.

4. **Communicate with the membership.**
   - I regularly covered the Reception desk when necessary, and spent some days encouraging students to become members.
   - I wrote three blog posts during my time as President. I wanted to write more, but unfortunately these fell by the radar, but I'm pleased with the ones I got out as they were incredibly relevant to what was happening at the time.
   - I worked with the Student Engagement Co-ordinator to help produce content for our social media, such as Board member blog posts, and regular photos of what Board members were up to.

5. **Establish and evaluate regular and long-term goals for the executive.**
   - In September the Executive attended a training session and set long-term goals for the year. Looking back, we had 3 main goals: Improve our relationship with the university, work more with the other student bodies, and enhance the student

experience as much as possible. I think in hindsight we have worked on all these goals without necessarily realising we were doing so. These long-term goals partially fell by the wayside due to other responsibilities and short-term goals, but I think our situation with these three goals has significantly improved when comparing where we were in September.

6. **Generate policy for submission to the Board of Management for approval.**
   - I didn't work on policy specifically, but I spent a large amount of time working on the new Constitution & Bye-laws. I go into more detail on this later in my report.

7. **Be a member of the Appeal Committee to hear staff appeals in accordance with the Staff Grievance and Disciplinary procedures.**
   - I only had one case in which an appeal came to me from a staff member. I dealt with it as quickly as possible, in accordance with the disciplinary procedures.

8. **Be a member of the Staffing Committee to discuss all issues relating to staff.**
   - I had regular meetings with CEO to discuss any issues occurring.
   - In the second semester we began weekly meetings with senior management to discuss any issues we had the previous week, as well as what was happening that week.

9. **Attend all Exec-Convenor meetings, Finance and Staffing Committee meetings where possible.**
   - I attended and chaired regular exec-cons meetings.
   - This year we made the move to outsource our finances. I had regular meetings with the CEO and the representative from WDM Chartered Accountants who we outsourced our finances to.

10. **Submit an Annual General Report to the Annual General Meeting.**
    - Well, you're reading this...

11. **Oversee all aspects of Convenorships including authorising expenditure.**
    - I regularly attended Campaigns & Charities and Publications Committees and ensured another member of an executive attended the others.
    - We had a significant number of issues this year with regards to finances as we were going under a complete overhaul of our finances. I tried to be as open as possible and answer any questions with regards to finances the Convenors had.

12. **Be a member of the Health and Safety Committee and ensure the Union complies with the responsibilities of the Employer under current legislation.**
    - Had no issues this year, that I'm aware of.

13. **Maintain appropriate archival of union related material.**
    - I started my year clearing out the Board Flat, the Executive Office and the Convenors office to generally have a clear out but also move offices. In doing this I archived a lot of old files, and all the copies of handbooks and qmunicate. We had a lot of old junk on the third floor.
14. **Submit reports to the meetings of the Board of Management detailing activities related to their remit.**
    - I always submitted reports on time, ranging from anywhere between 1-4 pages...

MAIN RESPONSIBILITIES

1. **Represents the Union on all public occasions and at social functions and business meetings and speak on behalf of the Union.**
   - I attended a large variety of occasions and social functions, which includes but is not limited to: Freshers' Week Address, Charles Kennedy Dinner, Remembrance Service, Daft Friday, GUSA Ball, Principals Lodgings, and Cross Campus Dinner.
   - I attended the student experience committee when possible. In December I gave a presentation alongside the other student body Presidents to present the work we have done in the last two years to improve the student experience.
   - I attended SRC council meetings when possible.

2. **Convene all meetings of the Board of Management.**
   - Did not miss a single meeting! Chaired my first ever online meeting in March due to Covid-19. Much more difficult than in person!

3. **Normally take the chair at the General Meetings of the Union.**
   - I chaired 1 EGM, and unfortunately postponed another.
   - I will chair the upcoming AGM when lockdown is no longer a thing...

4. **Act as designated officer in terms of the University Code of Practice.**
   - Had no issues so thankfully did not have to do this.

5. **Communicate with various external organisations on behalf of the Union.**
   - Represented the QMU at Northern Services meetings.
   - Dealt with the Glasgow Guardian on a few occasions.
   - Attended a few other Student Unions and represented the QMU.

6. **Oversee and be responsible for the creation and maintenance of online content.**
   - Most of the content is created by a specific staff member, this staff member left us in December and I worked with the Student Engagement Coordinator to create some online content for the social media accounts.
   - I regularly shared what some of our Board Members were up to on our social media accounts and encouraged some to write blog posts for the website. In April following the lockdown implemented I gained more control and access of online content.

7. **Contribute to the planning and control of capital and maintenance projects.**
   - Over the summer we had extra funding from the University which we used on new furniture for the Bar, our branding, a new till system, and training.
   - I worked closely alongside our Marketing & Comms Coordinator on the branding side of things, and I regularly checked in on our catering department to find out where we were at with the furniture for the Bar.

8. **Provide hands-on management when required and in association with the departmental managers and the General Manager.**
   - Had weekly Monday meetings with the department managers to discuss any issues we had in the week previously, what was coming up during that week, and if there were any ways I or the Board could help. We only started these in the second semester but I found them to be really useful as I was able to hear about issues I would have never known about and offer help where needed.

9. **Liaise with the General Manager on a daily basis.**
   - I had a regular weekly meeting with Margaret (CEO), which was useful to go through the previous week and discuss anything that was happening that week, but we saw each other pretty much everyday anyway.

10. **Participate in the recruitment and selection of staff with the General Manager and Dept. manager where appropriate.**
    - This was like my entire first month as President! In July, I got to sit on interview panels for the CEO. In August, I sat on the interview panel for the Business Manager, Operations Manager and Student Engagement Coordinator. In February I sat on the interview panel for the Events Co-ordinator.

11. **Be a nominated key-holder for the building and second named person of contact by the alarm company or the police.**
    - I wasn't a key holder, but I never felt the need to be.

KEY ACHIEVEMENTS

The Development Plan & Staff Restructure

The Development Plan is something that has been in the works since 2017, with Priya beginning this piece of work during her Presidency. The majority of the Development plan work was undertaken in 2018/19 whilst Mata was President and I was VP, and I was very happy to get to continue this work during my Presidency.

In April 2019 we received the results of the RedBrick Research which aimed to inform a new Union strategy to aid the growth, development, and success of the QMU in future years. The research had 3 main components; a session with QMU staff and stakeholders to understand the perceptions of the QMU's current positions, an online all-student survey which ran for two weeks and had 1827 unique responses, and online student focus groups with both QMU members and non-QMU members. The research highlighted three priority areas for the QMU to focus on – owning the cultural offer and helping students make the most of their time, supporting students with their wellbeing, and helping students prepare for life after graduation. The full results of the research can be found online at https://issuu.com/qmunion/docs/queen_margaret_union_-_strategic_ma.

From this research we were able to move on to create a Strategic Plan for the Union. In May we conducted focus groups with Student Ambassadors, University staff, and Union staff, who provided feedback on what the main aims and goals of the QMU should be. From this we were able to draft a plan of what the Union would look like by 2022. You can read this plan here - https://www.qmunion.org.uk/strategy. Unfortunately, I haven't been able to focus as much on the plan this year as I would have hoped to as a lot of my year was taken up with dealing with issues I wasn't expecting (which we'll come to shortly). I think moving forward the Strategic Plan is still something that should be used to ensure we're working towards our goals and values in the future, but it's also good to remember that it can be changed dependent on the Union's needs and aims at that point in time. A lot of work went into creating the Strategic Plan, it should definitely be used as a base for future activities and focusses.

In April as part of the Strategic Plan we began a staff restructure. During the consultation with Atkinson HR Consulting they recommended a restructure of our staff as we were running on a system that was 30 years old and didn't work for the current climate. This meant a number a redundancies for positions that were no longer

necessary, and the creation of new staffing positions. The General Manager was replaced with a CEO. We introduced two new Managerial positions – the Business Manager and the Operations Manager. The Catering Manager was replaced with a Head Chef, and we also introduced a new Student Engagement Co-ordinator. I think the new restructure works for the most part, however I think we recruited for too many new positions in too short a period of time. Whilst it looked like the right thing to do on paper, it meant that our entire senior management were new staff who have a lot of experience in their own areas but did not have experience working within a student union – and in particular the QMU. This sometimes caused issues and anxiety within some people, particularly when I was the person in the room with the most experience with the Union. I think looking back I would have extended the restructuring process to allow the new CEO some time to get used to the student union environment. In addition to this, Atkinson HR Consulting's contract ended in September and I think it would have been beneficial to work with them for a few more months to improve and expand on projects we were working on.

From a student perspective, I think one of the most successful things we did with this restructure was introduce the Student Engagement Coordinator position. From my own perspective, the introduction of this role was incredibly beneficial as it relieved some of the stress from the executive. As Sean had previous experience working within a Student Union he was able to provide advice and guidance in situations where, without him, I wouldn't have known what to do and would have had a lot more breakdowns. The exec are already stretched as it is, with only one sabbatical officer and two VP's who are expected to commit 20-30 volunteering hours a week to cover the bare minimum that's expected. The SEC role isn't perfect, I think the responsibilities and remit needs to be looked over, and more guidance needs to be provided to ensure the role is working at its best capacity, but overall, in my opinion, introducing this position was one of the best things we did this year.

Overall, I think the development plan was a general success, but it did have its challenges as already discussed. I think moving forward my recommendation would be to have a yearly review in September/October to see what is working well, and if anything needs to be changed. I have said that the overhaul of staff happened possibly too quickly, but at the same time it was incredibly necessary. Things weren't working and functioning as they should have been. I don't think this year has fixed all those issues, I think we're heading in the right direction but more work needs to be done, and the best way to consider this is to undertake a review and make more changes next year.

Engagement

Membership sign-ups before September 2019	3358
Online sign-ups since September 2019	179
Reception sign-ups since September 2019	654
Total:	4191

This year has been incredibly successful for raising our engagement rates. As of writing, we have 4191 members, which is an increase of 862 new members compared to in April 2019 (3329). In September we hired a Student Engagement Co-ordinator, who was responsible for helping raise our engagement figures. We had a big push at the beginning of the year for membership sign-ups, we also had stalls in the library and in our foyer to encourage students to become a member.

Both our Autumn By-Election and March General Election saw raised figures in terms of candidates, and our March General Election saw increased figures in the numbers of unique voters (this will be covered more in the VP Board's report), indicating that the

number of students who are interested in getting involved with the Board are increasing which is nice to see.

Facebook	18902 likes
Instagram	2285 followers
Twitter	5566 followers
Tik Tok	18 followers (poor I know, we're trying, it's new)

Our social media accounts have seen increased engagement over the last couple of months. We've tried to include more content from our Board members this year, including content such as blog posts, takeovers, and photos of our board members doing cool and important things, like voting in the 2019 General Election. In March our social media got a lot busier and creative as it was our sole way of engaging with students. Sean came up with the amazing idea of running the "QMU Bark-Off Dog Contest", and we have also created other content such as a QMU Bingo, Board Member playlists, recipes, and the creation of a new fifth Student Body. We have also set up a TikTok account! I still don't understand how it works, but I've enjoying getting to use it.

Relationship with the University & Other Student Bodies

Priya and Mata both mentioned the improved relationship with the University and the other student bodies in their AGM reports, and this year was no different. As part of our funding allocation for 2019/20 we met with Dorothy Welch on a monthly basis to discuss our financial situation, our cash-flow, and any other issues that we were experiencing where the university could provide support. I thought these meetings always went well, even if we were providing bad news. It made it quite clear the university are interested in providing support, but at the same time we had to highlight that we were actively attempting to improve our situation. We are yet to have our Block Grant Submission meeting for 2020/21, but I believe that these monthly meetings will be expected to continue next year.

In October the four student bodies started plans on highlighting to the university that we were severely underfunded and unable to adequately provide the best possible student experience. Applying for our block grant funding involves providing the university with an 8-page document of the work we've done this year, what we intend to focus on in the upcoming year, and how much we need to do this. All four student bodies have to apply for funding from the same pot, meaning we are competing with each other. In 2019, the funding available was 1.4m - we received 278k. In December the four student body Presidents' gave a presentation to the Student Experience Committee providing a brief report on all the work we've done in the last two years, and highlighting how much further we could go if our budgets were increased. In January it was confirmed that the University would be increasing the funding available to 1.7m, an increase of 200k, with the hopes of a total increase of 1m (to 2.4m) by 2023. Considering the block grant hasn't seen an increase in a few years, this is quite an achievement – but it's still ridiculous that the four student bodies are expected to fight against each other for funding from the same pot. We're consistently asked throughout the year if we're working together, and yet, ultimately deep down, we'll always be fighting each other to make sure we're seen to be the student body that is doing the best and deserves the most funding. Until this system changes, the student bodies will never fully be able to function together.

Our Business

We made a lot of changes this year with regards to our catering. We changed the Bistro opening hours to 12-3pm, with a limited menu, and opened on a Friday morning for

Brunch. We expanded our range in the Café, introducing homemade sweet treats, and we began making our own sandwiches and salads to make it cheaper and healthier. We also began doing breakfast in the café everyday until 11:30am. I think these changes worked incredibly well as, as the year continued, we saw that the Café and Bistro were doing the best financial wise. My recommendations for next year are to hire more catering staff, expand the hours of the Bistro, and extend the Café. Whilst we've done well financially from these areas, due to the lack of staff and spaces queues tend to build quickly and we lose some business from this.

Our Bars have not been doing well, period. They haven't been doing well for a few years now, and despite some changes made this year they're still failing to succeed financially. Due to this, we began renting out our Bar space to the University between Monday-Friday, 9-5, as a VR lab for student teaching. We opened Games during the day as a study space, and then opened the bar later in the evening. Students weren't drinking throughout the day, and we were draining money via staff costs – this decision made the most sense. In February we made the decision to move over to WKD from VK following the end of our contract with VK. I'm hoping this partnership will be beneficial and should be helpful during Freshers' Week.

We've made a few other new partnerships this year. We have rented out our old Staff Room space to Morris & Spottiswood (construction company) as an office space, in return for an annual rent cost and the refurbishment of our Laundry Room into a new staff room. This happened in February, and the staff room has now been finished. They were in the process of finishing off their office space before the Covid-19 lockdown. We are also looking at renting a space on the third floor for Dante Group (specialists in fire security) in exchange for an annual rental fee and the introduction of a SALTO system to improve the security of the building.

Our Identity

One of the things that came out of the RedBrick research was that we needed to have more an identity. A few years ago the QMU's identity was more set in stone, but recently we've begun to lose it and gotten a little stuck. We've tried this year to become more politically active, and speak up for what we believe in. Some of the things we've done include:

- Highlight the main priorities of the main parties running in the 2019 General Election, to ensure all students are aware of the main manifesto points of all. We tried to keep this unbiased, however students naturally weren't happy with our inclusion of the Conservative party's manifesto points. We counter-acted this with a witty post about the Conservative party having no morals, which went down pretty well. We kept the rest of the posts unbiased, and people seemed okay after this. Board Members and volunteers attended a demonstration in February regarding this.
- Stood in solidarity with our LGBTQ+ students at various points over the year.
- Stood in solidarity with students in India following the Citizenship Amendment Act which marginalises Muslim students.
- Board Members and volunteers attended the climate change march in September.

A lot more work has to be done on claiming back our identity. Most of the things we've done this year is try to highlight our political background and focus, but I think overall we need to highlight to our students our full values. They tend to get lost in-between all the different things we do, and sometimes our volunteers can forget about them.

Other Things We Have Done That Are Cool:

- Welfare Forum: This year we've been involved in a cross-campus welfare forum to discuss and collaborate on things to improve students' welfare. I think that this has been incredibly useful, and if continued in the future and used correctly it can benefit cross campus as a whole. Welfare is something that is a large part of the student experience currently, and we should be doing as much as possible to support students.
- Tech Team pay: We introduced pay for tech team members! This is something that I am proud of doing this year. It's not a perfect system and needs a little bit of adjustment, but I'm hoping it's the beginning of the Union pushing forward that volunteering means gaining quality work experience which can benefit you in the future (and you can maybe even become employed by the Union…).
- We turned 130! On 28th March we celebrated a big birthday. Unfortunately we couldn't do much for it due to Covid-19 and the lockdown – please plan something for post-September to celebrate this!
- Hired Duncan and introduced some new tasty food. Arguably one of the best decisions I have made in my life. Those cheese toasties though.
- We went dog friendly!! Dogs are allowed in the Union!! That's it, that's the news!!

KEY CHALLENGES:

Constitution & Bye-Laws Re-Write

I was going to list this as a key achievement because I spent a large chunk of my Presidency doing this re-write, but after a bit of thinking I decided I could only ever include it in this section. Just to be clear, I never want to look at another policy document ever again in my life. I didn't enjoy doing this re-write, and I didn't particularly have an interest in it, but I did it because it needed to be done.

Work began in August on the re-write of the Constitution & Bye-Laws, with Atkinson HR Consulting beginning the work. Atkinson Hr Consulting left us in September, and the re-write of the Constitution & Bye-Laws became my project. I consulted with the Board, got feedback, and set a date for an EGM in December to pass the new Constitution in time to send to OSCR for review and be in place for the March General Election. Unfortunately, life members rioted after finding out one of the proposed changes would mean they lose their ability to vote in Elections.

The December EGM saw 41 people in attendance (40 people are needed to achieve quota and begin the meeting) which was 50/50 split between life members and current members. A 2/3 majority is needed to pass something at an EGM. There was a clear split between the feelings of current students, who wanted to pass this re-write, and life members, who felt the overhaul of the Constitution was too rushed. At one point I was threatened with a lawsuit, which was fun for a casual Monday evening. It was agreed that we wouldn't pass these changes at this meeting, and instead we would bring some changes, not a complete overhaul, to another EGM in January and further changes would be brought to the AGM. I made the decision to prioritise the change of the Board of Management to a two Board system – the Trustee Board and the Student Assembly – to modernise the governance of the Union, allow for experienced Trustees to be introduced, and create new Executive positions to reflect the roles and responsibilities the Executive needs in the current climate. Unfortunately, only 31 people attended the EGM in January – 2 life members, and 29 current members – and the changes weren't passed as we didn't meet quota.

To say that I was disappointed in these changes not being passed is an understatement. I spent 4 months – a third of my Presidency – on these changes. I listened to the feedback from my Board members, listened to the complaints raised at the first EGM, went away and re-drafted my previous work, and was then met with lowered numbers which made the work null and void. We were unable to introduce a vital Trustee Board and vital new Executive positions – because we were 9 people away from reaching quota.

I value the input of life members, and I love hearing about how the Union was whilst they were a student – and I look forward to becoming a life member myself and getting to return in 10/20 years and see how the Union has changed. I think some work needs to be done with engaging life members, but at the same time life members need to understand that it takes two to tango. We cannot be expected to put in the effort to engage with life members if they too won't put in the effort to engage with us. We have over 4000 current members which we could be using that time to engage with.

The re-write of the Constitution wasn't passed this year, but I can only hope that next year it is passed and the vital changes that are needed are implemented. I put in a lot of work and effort into the re-write, please ensure it happens!

Finances

We ended last year with £178k in deficit, a trend that has been seen in the last couple of years. Our financial position has been in tatters for a while now, and we've made some changes to try to rectify this.

We made changes to our Catering which was successful as that business area began making a profit, however our bars and events have been producing low income. As already mentioned, we have rented out our bar spaces. We have also begun an overhaul of the pricing structure for our events to ensure they're profitable in the future. We found this year that a lot of our external events weren't as profitable as previously assumed.

I think events will be a key focus for next year. We can only bring in so much income from catering, and we need to be looking elsewhere for profits. Students aren't drinking as much; we can no longer rely on our bars to produce a profit. Events are the next best option – both internal and external.

We've had a lot of issues with our budget this year. In October we made the move to ZERO, a new online system to look over our finances, however this wasn't the smoothest of processes, and we're still seeing issues with it now. This has meant that all year we haven't been able to follow a budget, or even produce a new one, as we've been unsure of the real state of our finances. This should be rectified by next year, and the new system will be fully in place.

Grievances

Staff:

- In October we received a collective grievance case regarding the treatment of staff during the restructure. There were a number of key issues staff wanted to address within this grievance, primarily; contracts, breaks, health & safety, lack of communication, lack of staff, trial periods, unpaid overtime, unfair sickness clause, and the disparity of terms with University of Glasgow staff.

In November we met with nominated staff members to represent the signatories and a Unite Rep to listen to staff discuss the issues in more detail. We agreed we would return by January with a response and outcome to some of the changes requested. We returned in January and we managed to solve a large majority of issues, however the prime issue that keeps returning is the discussion around contracts. I am hopeful that this issue will be solved by the end of my Presidency.

- In March we had to make the unfortunate decision to lay off our part-time staff following the decision to cancel our events and have a partial closure of the Union following the rise of Covid-19. We kept core staff on and kept the café open but we were running a very limited operation. We took the decision to lay off part-time staff as we feasibly couldn't afford to continue paying these staff members – if we had, we would have been bankrupted. This was made days before the announcement of government funding, and at this point it didn't seem as though we were going to be provided with funding from anywhere else to cover the costs. We did what was right at that time for us. The situation has since changed and we have been able to reinstate staff and apply for government funding to cover wages until May. However the issue of contracts have come up again throughout this.

Board:

- On November 21st I received an "informal" collective grievance from Board Members regarding behaviour and attitudes of the Board as a whole, signed by 5 Board Members. This informal complaint came after some instances of conversation and behaviour within a Facebook group chat that was not acceptable for that environment. After receiving the complaint I met with the co-signatories to discuss the grievance. After this meeting had concluded I held a Board Training in December to focus on people's behaviour and get them thinking about how to proactively respond to conflicts. After this training it was agreed we would return in the second semester for further training – primarily on conflict management and team building for the Board. Sean was in discussions with the University to provide conflict management training, however this was never set in motion before the lockdown. I had planned to have team building sessions for the Board Members after the March General Election and general training, however this also hasn't happened because of the lockdown.
  I think this highlighted that not everyone can work together, and that unless you're taught how to work with people you don't like, conflicts like this will arise and will affect the year. I think some team building needs to happen after every election, and I think generally some conflict resolution needs to occur with an impartial person. This year wasn't that tense, but there were definitely some people who couldn't work together and be in the same room together and it did cause some issues, and sometimes I couldn't be the person to solve this due to my own biases, as the next conflict highlights.

- On November 22nd I received a formal complaint against Juliet, the VP Board and Exec member, signed by 8 members of the Board of Management. I handed off the complaint to Tina, the Business Manager, as I didn't think that I was impartial enough to perform an investigation and produce a sound outcome. In my personal opinion I think the complaint was a little harsh and could have been avoided if some of these issues were raised previously. I believe some of the signatories didn't feel comfortable raising these issues to myself as they didn't know me that well or were aware that I was under a large amount of stress at the time. Albeit, receiving the complaint on the day of a funeral, and a day after another complaint, was **more**

stressful than dealing with the issue before it needed to be a complaint. I believe Juliet discusses the complaint in her report, but I believe that Tina did a good job of weighing up exactly what the Board members wanted out of this complaint, and I really do think the majority of it could have been solved with a few conversations.

- In December our VPMCS, Mitchell, resigned. Juliet and I met with Mitchell before he made the decision to resign to discuss the issues he was having and to see if there were any alternative solutions beyond resignation. Unfortunately, Mitchell decided that was the best option for him, and he resigned on December 20th, at the end of the first semester. Juliet and I decided not to hold a bye-election in January to fill the position, as we felt it was too close to the March General Election. We instead held an internal election to see if any Board Member wanted to be an ad-hoc and cover some of the responsibilities, however no one wanted volunteered. I took on the responsibility of the VPMCS email and pitched in with covering clubs & society queries and room bookings. However I was unfortunately unable to perform any of the other responsibilities as I was incredibly busy performing my own role.

Training

I think a lot of the stress I was put under this year would have been reduced if I had been given the proper training before I started. All the training I have received was:

- May: Exec training provided by my predecessor.
- June: Handover meeting with my predecessor.
- September: A one-day training session on how to chair meetings effectively.
- September: A two-day workshop on how to work effectively as an Executive.

I had no conflict resolution training, no financial training, and no PR training. I was severely under-equipped fulfil this position effectively. Obviously training can't prepare you for everything, but I feel if I was fully trained I could have handled some things a lot better.

I had planned to have a more in-depth training schedule for the incoming Executive but unfortunately a lot of my plans have been curtailed by Covid-19. I am going to try my best to give as much training as possible, but my recommendation for the incoming Executive is to demand financial training and conflict resolution training as soon as possible.

TIPS FOR THE YEAR AHEAD:

Look into expanding the café. It's the outlet that has, without a doubt, made us the most money over the last year and brings in the most footfall. Make it bigger and better.

We've done some amazing stuff this year on welfare, and it may have been a year since the RedBrick Survey which highlighted students want more focus on welfare, but it's just as true because there really hasn't been much done campus wide. Work with the other student bodies to get students caring for themselves. We should be addressing mental health issues before students need to access counselling and therapy.

We've started to realise our identity a bit more over the last year, but this needs a lot of improvement. We're a Student Union, we should be representing the voices of students.

Raise the Presidents' wage. The UK average wage for a Sabbatical officer is £20k. The QMU President gets paid £16k. Fix this.

FINAL THOUGHTS & THANKS:

I knew this year was going to be difficult and daunting, but nothing could have prepared me for what I had to deal with. If I had £1 for every time someone told me "this job is amazing for experience/for your cv/it's a great learning experience" I wouldn't have to be worried about getting a job after Covid-19. The reality is, though, that nothing can prepare you for the year. As soon as you've learnt how to do the job, you're practically finished. You start on the 1st July, and everyone expects you to be able to know straight away how to deal with things you've never even heard about before. You will make mistakes, you will mess up, you will get into arguments, and you will fail to please everyone – but as someone wise once told me, you're not doing your job properly if everyone is happy.

I have absolutely loved being President this year. I've enjoyed getting to carry on some of the work I started last year, see some of my Board Members achieve amazing things, and as always, I have absolutely loved getting to meet new people and experience a whole bunch of things I never would have gotten the chance to.

The one thing I will not miss about being President is the sheer toll it takes on your mental health. I really do hope that I have managed to be a good President this year, but I spent countless evenings crying in my office/in my bathroom because I was anxious I had made the wrong decision and failed everyone. What I will miss however are the people, as one of the best parts about this job is some of the people you get to work with, and always being given opportunities to meet new people. Speaking of people...

First of all, I want to thank Juliet, who without fail, always made time to listen to me, no matter how much of a bitch I was being. Without you, this year would have been significantly more boring, and significantly more difficult. Thanks for always listening, for always having my back, for always checking in to make sure I was okay, and for always curling my hair for all the fancy events.

Thanks to all my Convenors for letting me crash their committees solely to steal their snacks. Seriously though, you've all been great this year and achieved fantastic things – you really should be proud of yourselves because you've been a great set of convenors to work with.

Thanks to Heather for always being on top of her game, for giving me admin things to do when I wanted to procrastinate my job, and for having some of the spiciest chat.

Thanks to Ruaraidh for coming up with some great ideas for events over the years, and for gracing us with the glorious turtleneck-jacket combo.

Thanks to Eleanor for producing some amazing magazines, for providing me with qmunicate gossip, and for sharing Tik Toks of cats. I will never forgive you for not making me an editor.

Thanks to Josh for being the best quiz convenor the QMU has ever seen, and for always reminding us to have fun. Your downfall this year was not bringing Sandy in on a regular basis.

Thanks to Charlie for always coming up with creative solutions to problems. Please, please, get a diary.

Thanks to Laoise, Cora, Sanskar, Chase, Lachlan, and Gabriel for being absolutely fantastic CSR's over the last year. Thanks to Zara, Robbie and Catherine for being fantastic CSR's, but also always being there for me to talk to/vent/gossip. To the CSR's that have just started, I'm really sorry you don't get to work with me over the next year, but I hope you have a fantastic time as I have no doubt you're all going to be amazing CSR's!

An extra special thanks to David and Charles for always being there to listen to whatever random thing had annoyed me that day, for always reminding me to take some time for myself, and for not judging me on the amount of ice cream, chocolate, biscuits, and baked goods I consumed over the last two years.

A special thanks to Polly, Elliot, Molly, Sophie, Kelly, Fay, and Thekla, who have seen me through the last two years and have always had to listen to me talk about QMU crap. This'll end soon I promise.

To Isabelle, Ronan, and Calum – we'll get our trip to Paris one day.

To Sean, Jamie, Angus, Nicole – whether we only worked together for eight months or for two years, you have always supported me whilst I was an Exec member and you're the people that had to put up with the most amount of ridiculous questions from me. Thank you for always aiding me and pulling me out of messes.

To Bill and Margaret – I've worked with both of you as the ex-GM/current-CEO of the Union and without both of your support I never would have made it through the last two years in one piece. Thanks for always answering my stupid questions, and for knowing when I was too out-of-my-depth but afraid to admit it.

To Ruaraidh, Lachlan, and Laoise. Prepare yourselves, the next year is going to be a wild ride, it won't be easy, but it will be what you make it. Make sure to take care of yourselves – and have some fun with the year! You know where to find me if you ever need anything, absolutely anything whatsoever.

To anyone and everyone that has volunteered for the QMU in some way this year – thank you for being the reason why I didn't quit. You are the people that make the QMU. Without you, we wouldn't be where we are now, and we wouldn't be moving forward as a Student Union. If you ever wonder why the QMU is doing something, or you're not sure what we do, just remember that everything we do is to make sure you have somewhere to call home, to make sure all students (whether they know it) have somewhere to call home. That's always been the aim, and I can only hope it continues.

That's everything from me folks. Can't believe I have to go find a job now.

xoxo gossip girl

(p.s. below is a visual representation of my year, enjoy)

Queen Margaret Union
RAISE AWARENESS
RAISE MONEY
RAISE THE ROOF!
"only reason I came into work today"
-@cahtbh
Collective Grievance - QMU Workers
dinner. On friday you will both be getting a letter from myself resigning from the QMU. This is not due to anything that had
Cortnie @cahtbh · Sep 20, 2019
I am, and I cannot stress this enough, exhausted
QMU EGM cancelled again due to low turnout
Queen Margaret Union @QMUnion · Dec 18, 2019
The Queen Margaret Union wishes to send solidarity to students in India
Queen Margaret Union @QMUnion
The QMU believes that Trans Rights are Human Rights. We stand in solidarity with the Trans community across Scotland following the Court rightfully deeming a transphobic former-charity worker to have violated the rights of others by refusing to refer to people properly.
Cortnie @cahtbh · Nov 19, 2019
can i get one day without some drama, please and thanks xo
QMU blasted for dropping staff amid coronavirus crisis
IN 2020 THE QMU IS BECOMING
DOG FRIENDLY!
! QMU IS CLOSED !
We are now closed until further notice.
Please keep an eye on our social media for further information or visit qmunion.org.uk/coronavirus
Please keep yourselves safe and look out for one another.
Cortnie @cahtbh · Feb 28
48 hour work week but we have five contested positions(!!) and all our csr seats filled so I'll take it!!
Queen Margaret Union @QMUnion · Sep 21, 2019
Some of our volunteers attending the climate change strike in George Square yesterday #ClimateEmergency #SaveOurPlanet #NoPlanetB
Queen Margaret Union @QMUnion · Oct 10, 2019
We are so pleased and proud to announce today on #WorldMentalHealthDay2019 that during Freshers' Week our volunteers raised £2361.59 for the Mental Health Foundation! We hope this will help them in the amazing work they have been doing for over 70 years
Former QMU president and board members oppose proposed changes to constitution
Cortnie @cahtbh · Oct 19, 2019
Open day vibes -
Parent/child: what do you study?? What year are you in??
Me: I'm... a graduate...
Grievance Letter for misbehaviour and complaints against a fellow colleague.
Queen Margaret Union @QMUnion
! ANNOUNCEMENT REGARDING STAFF !
All staff have been reinstated, please read below for full details
Setting Things Straight - QMU President's Response to the Glasgow Guardian
Cortnie @cahtbh · Mar 3
can't wait till election week is over, not had this many 12-hour work days in a row since freshers' week and honestly i just want my bed
Queen Margaret Union @QMUnion · Nov 7, 2019
Due to lack of popularity we will be postponing @PropagandaGlsg weekly external club hire until further notice.
We will be refocusing our efforts on making our popular internal events even bigger and better than before!
Queen Margaret Union @QMUnion · Feb 21
Albie, the QMU dog, i hard at work....or hardly working #TikTok
Queen Margaret Union on TikTok
albie the QMU dog is hard at work...or is he #dog #glasgow #QMU
m.tiktok.com
QUEEN MARGARET UNION SUPPORTS THE STRIKES
Cortnie @cahtbh · Nov 14, 2019
Today's agenda includes wolfing down my lunch in 10 minutes because I'm in straight meetings for the next 4 hours, and then I have to help set up for a qmu event... Anyway see you all at red ribbon tonight xo
Queen Margaret Union @QMUnion · Nov 26, 2019
IMPORTANT ANNOUNCEMENT
We have identified a potential electrical fault so we are closing the building while technicians assess the situation. Please do not try to enter the building at this time. [1]
Student Assembly Informal Grievance Letter
Cortnie @cahtbh · Oct 17, 2019
i, and i cannot stress this enough, hate constitutions and bye-laws

VICE PRESIDENT MEMBERSHIP, CLUBS & SOCIETIES

MITCHELL WELSH

FRESHERS' WEEK

The organisation of Freshers Week went very smoothly for all intents and purposes. The committee this year contributed a great deal to the line-up that we pulled together, and I am greatly thankful for their contributions (especially Josh Hay's 'Gaff'). I felt the line-up was a solid mix of themes and interests for this years' Freshers, however there are a couple of things I would change and like to see more of. This year we invited student societies to come in and run events in the building as part of our daytime and evening line-ups. This worked in some respects, especially with the Shrek Society who enjoyed a fantastic karaoke night. On the other hand, we did unfortunately have one society drop out of what would have been our biggest early evening event. Going forward, I would recommend trying to engage more societies to bring events to the QMU during Freshers Week. They are an excellent way of displaying what the University has to offer, as well as bringing more Freshers into the building, though dropouts must be taken into consideration. The other thing that I would have changed in hindsight was the Sam Divine House/Techno (I honestly don't know the difference) night. Whilst it certainly helped create a diverse line up, it was too niche to have widespread appeal that could fill Venue. My recommendation would be to use Bar as a smaller clubbing space that can be used for more niche genres, offering an alternative to the more general club nights that are hosted in Venue. Lastly, I have a few recommendations on what should be kept relatively similar:

- Band nights: these are a tricky event to make work, in that we lack the finances for a band that attracts its own crowd, and they are an awkward fit for the Freshers Week pass. This year we ran our band night on the second weekend so that entry could be charged, and this was far more effective than having them in our main line-up.
- First Friday: The idea of a more introductory evening to clubbing worked well with Gaff, giving students something more akin to a house party rather than an actual club night. It's a good theme and was one of our most successful evenings.

This year we had 90 Freshers Helpers, and 95 applications. Figures for Freshers Helpers have been steadily dropping over the past few years and engaging our declining membership to get involved in Freshers Week has been more problematic than in the past. That being said, those Freshers Helpers that did apply were some of the best I have seen over the past few Freshers week, both actively engaging with Freshers to make them feel comfortable at their new home, as well as making the QMU the pace it should be. I am an incredibly grateful to all of them for creating one of the best experiences of my life. Many of the teams were affected by students starting early, work, and other commitments more than I can remember from previous years and is worth keeping in mind for this year's run of applications and helpers.

The usual sexual violence prevention training and pronoun pledge were held, as well as the addition of suicide prevention training. Whilst the later initially seemed too far for Freshers Helpers personally. However, everyone seemed to appreciate the training and was thankful for having it. Building skills is a big part of the Fresher Helper experience, so I would recommend keeping them as a part of the Helper experience.

I no longer have the figures in terms of pass sales, bar takings, etc., and that is hopefully something that those present at the AGM could expand on if needed. That being said, my opinion on the pass sales and the cross-campus system remains the same. I would recommend having an immediate discussion with cross campus in order to best work out how to change the way Freshers Week is run, as the current system leaves the unions restricted to our detriment. Almost every year it is mentioned how the pass system does not work, and I failed in my ability to get it changed before the end of my time on board. If the QMU and GUU were willing to work together to make the system work or the student unions, then I believe Freshers week could be improved upon greatly.

CLUBS & SOCIETIES

By December, the number of affiliated societies was approximately 40, I hope one of those present at the AGM will be able to update you on the current standings as well as any progress that has been made. In my time, I attempted to update the affiliation system by in essence removing it and instead work on making all societies with the SRC able to affiliate with us through them by having it as an option on the SRC's own affiliation system. Many of the responses we get every year from societies we get every year is that the affiliation system is a hassle and needlessly complicated. I would recommend continuing to work towards this move; societies contribute much to the QMU, and they should be given every opportunity to work with us. The booking system has changed over to an online format now, as well as the calendar to outlook. Both were the work of our staff rather than myself, and I commend them for making the process far more streamlined, as well as reducing the number of emails I got every week (a lot). I was unable to gage the successfulness of this in my time, but hopefully they have found it a useful change.

MEMBERSHIP

Thanks to the work of Sean O'Connor and others, our membership system has been renewed and proved to be more active than in previous years. Much of the benefits of membership have remained the same in bar and café discounts, as well as discounts to events. Again, numbers are simply no longer available to me, but someone in attendance should be able to provide them.

LIFE MEMBERS

This would be perhaps my biggest regret whilst on board. It was decided that an Emergency General Meeting would be held in order to make changes to the constitution, one of which was that life members would no longer be able to vote. Given that at that EGM, approximately half of those present were life members, this was a mistake and something I should not have supported in hindsight. Those present made it clear they still wanted to contribute to the QMU, and I admit that I had not been reaching out to them to see what they could have contributed to the new constitution beforehand which may have helped us greatly. Again, I have no access to figures for the current number of life members. My recommendation to my successor is that actively reaching out to life members, telling them what's happening in the building, and most importantly seeking advice from experienced individuals should become a more active part of the VPMCS role if it continues.

EXPLOSION, PUTS ON SUNGLASSES, WALKS AWAY

That's it from me, hopefully this report will prove useful in helping the future exec and board of the QMU. They have my every confidence that the QM can become the place it deserves to be through them. Laoise, it's a tough but rewarding job to do Freshers Week and the exec job isn't easy either. That being said, there hasn't been a better suited VPMCS, I know you'll succeed where I didn't and knock my Freshers Week out of the park.

And on that note....

"TIME TO ABANDON SHIP" – General Grievous, Star Wars: Revenge of the SIth

VICE PRESIDENT BOARD OF MANAGEMENT

JULIET SMITH

ELECTIONS

Overall, both elections this year saw an increased turnout from previous years. Overall, we still had lower engagement than other student bodies, but I believe this to be not only an issue of student engagement but of the voting system itself. Student engagement has been increased this year, due to both our new student engagement coordinator, Sean, and an increased number of contested seats but our numbers still struggle because of the voting system itself—requiring people to become members before the election itself is a necessary evil of our membership system, but I would recommend that this system be looked at and reconsidered when possible.

Autumn By-Election 2019

Position	Number of candidates	Number of votes 2020	Number of votes 2019
First year Current Student Representative A (2 seats)	1	152	--
First Year Current Student Representative B (2 seats)	0	--	--
Current Student Representative A (4 seats)	5	183	87
Current Student Representative B (3 seats)	2	150	84
Former Student Representative (1 seat)	0	--	--

Voting was up from last year's autumn by-election—we had 183 unique voters compared to 98 in 2018. This was for a couple reasons. Credit where credit is due, a large part of that increase is down to our Student Engagement Coordinator, Sean, who did a huge amount of work on the elections and was a massive help in running the election. Additionally, as per the recommendation from last year, the autumn by-election was the same day as the SRC's autumn elections, which may have helped. Because of that and because of a late fresher's week, the election was earlier in the semester, leaving only a week or two between the end of fresher's week and the opening of the nomination period. This had upsides and downsides—there was a lot of interest from our helpers, and elections being so soon after fresher's week helped harness that. But on the flip side, it didn't leave much time after fresher's week to plan the election, which is another reason

Sean's help was so valuable. I would recommend that the election be held on the same day as the SRC's—I think it is likely having our elections on the same day helped student engagement, and fresher's week isn't as late this coming year so hopefully there will be more time between the two.

General Election 2020

Position	Number of candidates	Number of votes 2020	Number of votes 2019
President (1 seat)	3	404	263
VPBOM (1 seat)	1	173	168
VPMCS (1 seat)	2	181	229
Campaigns & Charities Convenor (1 seat)	1	161	166
Events Convenor (1 seat)	0	--	189
Publications Convenor (1 seat)	2	197	210
Social Convenor (1 seat)	1	164	171
Tech Convenor (1 seat)	1	151	158
Current Student Representative A (3 seats)	4	183	151
Current Student Representative B (2 seats)	3	175	169
First Year Current Student Representative A (1 seat)	1	142	--
First Year Current Student Representative B (2 seats)	2	142	--
Former Student Member (1 seat)	1	145	156

As with the autumn by-election, the spring general election also saw an increase in turnout, again likely due to our student engagement coordinator and more contested elections: 2 exec, 1 convenor, 2 CSRs, up from 1 exec and 1 convenor last year. But despite this increased engagement, I have to agree with the statements made this time last year by my predecessor, who noted that student engagement would continue to fall due to an unfit system of membership and positions on the board of management not attracting students. Hopefully by the time of the general election next spring, the new exec roles in particular will be passed, and I would recommend that this is capitalized on to help engagement for exec. I would also recommend that all roles, not just new ones, need a clearer outline of their duties and expectations.

BOARD

Duty Board and Training

Outside of fresher's week, duty was essentially scrapped this year by me and the exec. I stand by this decision, as the old format did not work and kept board members in the building unnecessarily. This decision saw no ill effects at gigs and other large events, let alone on quiet nights, which demonstrates that duty as it was largely superfluous. At the end of the spring term before coronavirus hit, we had planned to bring back duty in order to train board members for fresher's week. We did do duty training, but the duties themselves did not; obviously at this point it's very possible there will not be duties to train people on before fresher's week so I suggest that, like last year, a specific duty training is held before fresher's week to try and prepare people as much as possible for fresher's week duties. I would also recommend, if possible, looking at when the building is re-opening and using any big events like gigs to do training duties as was planned for March. I would also recommend bringing back tech training along with duty training.

Socials

This year we had two socials in the first semester, an informal get together after the first board meeting after the autumn by-elections, and a Christmas dinner; this is essentially the same as last year. In second semester, we had two socials in the first half of term, an informal games night after the first board meeting of the new year, and a mini golf night. Both of these were new from last year, and I would suggest continuing to do similar, fun, socials that give board members to get to know each other outside of the building. There were more socials planned later in the semester, but the February ones were cancelled due to the overwhelming majority of board being busy with uni work, and the March ones were obviously cancelled due to coronavirus. While I am still in office, I will be looking into online socials and when/if it is safe to do so, in person socials for board members still in or around Glasgow.

CHANGE TO THE ROLE AND RECOMMENDATIONS

This year, this role did not cover admin as in previous years, and thus was not required to minute board meetings or collate and circulate reports. For that I am very grateful, as had I had to do that I would have gotten even less done. That being said, that left the role with only very loosely defined expectations: supporting the board, which is immensely vague, doing socials, which there are no set expectations for, and elections. When I came in to this role, I had no idea how to support the board—no one came to me for support and I did not know how to be proactive about helping people figure out what support they needed, and there were no expectations for how, when, and to what degree I was supposed to do that. Similarly, for socials, there were no expectations of what types of socials and how often they should be, and the majority of my efforts to get ideas from board members for what they wanted fell flat until second semester. Going forward, I would recommend that at the beginning of the year, the VP Board sit down with the rest of the board (as much as is possible, at least), and define what their expectations of the role is. This is because the role is so welfare and support oriented—the expectations for what the role needs to need to be set at least in part by the people the role is meant to serve. Without the admin, this role is a welfare role, and needs expectations created to serve that role, rather than what it was this year, which was the previous role's expectations of an admin role that should try and do some welfare on the

side, but this year minus the admin. Additionally, giving this role more structured expectations surrounding welfare will help the transition to the new VP roles (hopefully), as one of the roles will VP well-being, and already having expectations for support and socials will be helpful in defining that role.

LETTER OF COMPLAINT AGAINST MYSELF

In the end of November 2019, a formal complaint was made against me by nine board members. I bring it up here in my report to acknowledge these complaints and demonstrate what I did and did not do to respond to them, as well as to then highlight the impact it had on my ability to truly fulfil the duties of this role. There are two main veins to the claims made: those surrounding failure to fulfil the role, and those surrounding conduct and personal behaviour.

The claims that I was failing to fulfil the role have a degree of validity to them, though I do not agree with the extent of the claims. Admittedly I was being reactive and passive, rather than proactive in my role, both in support and things like socials, and I became more proactive about fulfilling my role in semester two. In terms of support, in semester one I was passive, and assumed people would come to me if they needed support. In semester two, I was more proactive: I met with every board member to discuss their projects, what support they might need. In terms of socials, in semester one I was similarly reactive and did not organize many socials beyond informal ones. In semester two I was more proactive—I planned two a month for each month of term and am planning online socials, as discussed above.

The claims surrounding conduct and personal behaviour, however, are more complicated to assess. Claims included that I alienated, ostracized, personally attacked, leaked personal conversations, made feel uncomfortable, undermined, demeaned, and belittled board members. I honestly don't know the truth of these claims—I hope that they are overstated or exaggerated, because I hate the thought of having hurt people I care about. I know that at times I can be prickly or standoffish, but I genuinely do not think that I behaved as poorly and inappropriately as the letter of complaint claims. But because I was unaware people felt this way until after the fact, it is difficult to gauge. Since the complaint, I have been even more careful and guarded about my actions and behaviour, but I have no way of knowing if this had any effect or if it was even necessary.

This portion of the complaint is the one I think that most negatively impacted my ability to fulfil this role. This effect was twofold. The first is that I believe it negatively influenced board member's perceptions of me and damaged the trust they might have put in me. This is especially true for new board members who had only been on board for about a month, month and a half—if they hadn't experienced the things detailed in the letter but were shown and asked to sign it, that in and of itself might have made them less inclined to trust me or feel comfortable coming to me with issues. What's more is that the letter of complaint claims that my personal and professional conduct caused severe rifts within the board; regardless of the truth of this claim, the letter of complaint only served to further these rifts within the board because it essentially required people to decide whether they stood with me or stood with the main composer and proponent of the complaint letter. It then made it even harder for me to attempt to repair the rifts in the board because I myself was an elephant in the room—because this was a formal complaint I was not allowed to talk about it outside of official proceedings handled by management, and thus could not address or acknowledge any of the issues in the letter to the people who signed it.

The second aspect in which these claims negatively impacted my ability to fulfil this role is the negative impact they had on me personally. While I was able to take the criticism and make positive change from the claims surrounding failure to fulfil the duties of my role, this was not so for the claims surrounding my conduct and personal behaviour. For context, I really struggle with social interactions and social cues due to ADHD and anxiety, and to a certain degree rely on people to tell me if something I've said has made them upset, because I usually don't know otherwise. Despite what the letter of complaint would have you believe, it is never my intent to upset people, and thus I want and need people to tell me I've upset them so I can apologize and understand how to avoid it in the future. And of course, that did not happen here. It made me feel deeply misunderstood and mischaracterized, and it was upsetting and unsettling to know that people had felt this strongly but hadn't told me—in many ways that made me feel lied to. (The fact that it came during the busiest part of the semester, both academically and personally, did not help either, as it also negatively impacted both those areas of my life). Ironically, it made me feel so uncomfortable and unwelcome that I struggled to come in to the building out of anxiety and discomfort, which was exacerbated by the fact that I couldn't talk about the complaint with anyone and pretty much had to pretend that nothing was wrong. I even thought about resigning—if it wasn't for Courtney and Sean's reassurance and encouragement I very possibly would have. It was at the time, and in some ways still is, a struggle to support the board, plan socials for the board, and be involved in the board (ie to fulfil my role) knowing people weren't and wouldn't be honest and upfront with me about the issues they had with me or otherwise, and knowing how little people thought of me.

I'm glad that I chose not to resign, as I think that I managed to come out of the complaint better at my role and stronger as a person, but that doesn't change the fact that it was extremely detrimental to me both professionally in my ability to fulfil this role, and personally.

ACKNOWLEDGEMENTS

I would like to thank Courtney for being such an incredible president, and for always providing an inspiring example of how to be a better person, professionally and personally. I couldn't have made it through my term as VP or my academic year if it wasn't for how supportive and how good of a president she has been. In a similar vein, I'd also like to thank our student engagement coordinator Sean who was similarly supportive and has always been encouraged me when I've felt down and felt like I haven't been a good VP.

Outside of the QMU, I'd like to thank my partner Seaton for his support and outside perspective, my flatmate Eirinn for their good humour and friendship, and my D&D group for providing me with friends outside the QMU.

CAMPAIGNS & CHARITIES CONVENOR

HEATHER VALENTINE

OVERVIEW

I am incredibly proud to say that C&C have achieved huge success as a committee this year. We have improved campaigning, with a focus on sustainability, mental health and sexual & reproductive health, increased committee attendance and surpassed previous fundraising totals.

CAUSE OF THE MONTH

This year, I opted to change the cause of the month system. I did not feel that it was working effectively, and it meant that fundraising for charities could vary significantly depending on which month they were nominated for. The new fundraising models which were considered were:

- Charity of the year.
- Charity of the quarter (which would involve fundraising for 4 different charities throughout the year. Charity 1- Oct & Nov, Charity 2- Dec & Jan, Charity 3- Feb & March, Charity 4- April & May).
- Three charities of the year (involves choosing a local, national and international charity to support throughout the year and splitting the money raised equally between them).

At the first meeting of the year the committee voted to change to a three charities of the year system. They felt that people would lose enthusiasm supporting only one charity throughout the entire year and it was nice to be able to support charities on different levels. They weren't so keen on the charity of the quarter system as they felt that fundraising would still be unequal as April and May are always quieter months when people start to leave for the Easter break and have exams. With the three charity system we could still support different causes but split the money evenly, so it didn't matter if one month was quieter than another in terms of fundraising. The charities that were nominated were:

- Local: Chris's House, the first 24 hour, non-medical crisis centre in Scotland offering integrated support for families affected by suicide.
- National: Action on Hearing Loss Scotland, the UK's leading charity supporting people with hearing loss, deafness and tinnitus.
- International: ActionAid, who support women and girls in developing countries to prevent violence against women, promote women's economic empowerment and help women and girls in humanitarian crises.

This system worked well, and in hindsight it is good that we changed it since the building closed earlier than anticipated in March due to the COIVD-19 outbreak so our chosen charity for April/May wouldn't have received any donations on the cause of the month system. We also had periods that were quieter this year due to bad weather and staff strikes. This system was nice as it allowed us to tie our fundraising and campaigning in together. We could link the charities we chose to awareness campaigns throughout the year and promote both the charity and the campaign at the same time.

For example, we promoted ActionAid along with our 'Pads & Pints' events and shared Facebook posts about the work they do to support women and girls during International Women's Week. This system was helpful for me as it meant I didn't have to change the bar buckets every month and send money to multiple different charities throughout the year. It also meant current events could shape our fundraising. We held a bake sale for the Australian Red Cross in January to help with the forest fire relief efforts and the committee ran an 'Exercisolation and Self-dyesolation' sponsored fundraiser during the COVID-19 lockdown for charities supporting vulnerable people which proved to be very successful! One recommendation I would give is to make sure fundraising and campaigning for the three charities of the year does not get forgotten about while fundraising for a lot of different ad-hoc causes.

FUNDRAISING AND CAMPAIGNS

Month	Charity	Event	Total
September	Mental Health Foundation	Freshers' Week	£2361.59
November	Terrence Higgins Trust	Red Ribbon Ball	£1064.82
November	Movember	Growing moustaches	£279
November	Children In Need	Guess the sweets in the jar in Café, and staff bake sale	£160.90
January & February	Australian Red Cross	Veganuary bake sale and selling glowstick ect. At Freaking out the Neighbourhood Aussie Club Night	£99.66
October – February	3 charities of the year: Chris' House, Action on Hearing Loss Scotland, ActionAid	Various throughout the year	£321.84 (to date without bar buckets)
March	Cavell Nurses' Trust & National Emergencies Trust	Sponsored Exercisolation and Self-dyesolation	£260 to date (target £500)
		Final total to date:	£4547.81

As always, Freshers' Week was the most successful time for fundraising during the year. This is due to having more volunteers but of course mainly because it is busiest time of the year for the QMU.

As the QMU closed in March due to the COVID-19 outbreak, I have not yet been able to count the money from the bar buckets which is to be added to the total raised for our three chosen charities of the year.

Year	FW Total	Yearly Total
2015/16	£2649.70 (2015)	£5322.93
2016/17	£2222.43 (2016)	£3152.69
2017/18	£2232.61 (2017)	£4413.83
2018/19	£1363 (2018)	£4640.73
2019/20	£2361.59 (2019)	

To date, we are only £92.92 away from breaking last year's fundraising total, which is among the highest raised in the committee's history. In 2019, we raised the second highest Freshers' Week total ever, beating the previous second highest total in 2017 by £128.98. We were £288.11 off the highest total ever raised in 2015, which to date, no one has managed to surpass.

Overall, this was a hugely successful year for fundraising. This was due to improved organisation of events and ensuring that fundraising was maximised at every opportunity. During Freshers' Week, simple things such as having donation buckets out at every event during the week and talking to attendees about our charities really boosted our fundraising total. During Red Ribbon Ball, ensuring there are donation buckets on the bar, making announcements at every interval and using the intervals to run other fundraising activities, such as the whisky coin toss and cupcake auction, hugely boosted the fundraising total for the night.

FRESHERS' WEEK

The charity we chose to support for Freshers' Week was the Mental Health Foundation. We already fundraise for them at gigs so it was suggested it would be a good idea to support them during Freshers' Week and use this as an opportunity to promote our collaboration with them on their 'MHF Live' campaign. Everyone can relate to struggles with mental health at university and it is particularly important for freshers moving away from home for the first time, so I think it was a good charity to support as all the helpers got behind it and were very enthusiastic about fundraising.

We announced we were supporting MHF to cross campus who decided they would also support the charity during Freshers' Week but as always, efforts from the other student bodies were severely underwhelming. SRC raised more than last year so deserve recognition for that but GUU and GUSA stayed true to form and raised not a single penny for the charity despite me writing them a document with specific suggestions on how they could fundraise. This happens every year so moving forward it must be stressed to them that we can support a cross campus charity but only if they actually raise money. Otherwise, we should continue to pick a charity we support as the QMU and keep being the best and most passionate about fundraising on campus.

We sold glitter and glowsticks as usual along with lucky dips, which were very popular, and some VK merch that they donated to us. I invested in biodegradable glitter this year to be a bit more sustainable in our fundraising. I kept events from previous years like morning Zumba and yoga which continued to be popular. I kept the scavenger hunt but updated it and on the suggestion of Ruaraidh, turned it into a 'Where's Wally?' hunt where freshers had to find 5 helpers dressed as Wally along the way on their hunt. I ran the charity fair again this year but contacted a lot more charities and it was a really nice event for charity societies to meet each other at the start of the year and recruit student volunteers and I would highly recommend running this again. The Elephant in the Room Creative Session Paint Along with Bob Ross was packed out. It filled the whole of the Bar and we ran out of paintbrushes so was extremely successful. Elephant launched their 'Big Conversation' in Freshers' Week on the topic of feeling lonely, which is really important for freshers moving away from home for the first time. Unfortunately, there were issues with the building opening time as this event was held on the Saturday after Freshers' Week, so it was suggested that it be moved to a day during the week next year. The new event I introduced was 'Pads & Pints'. This was a period education event designed to destigmatise periods and encourage people to have more environmentally friendly periods. The idea behind the event was that chatting to your friends about

periods over a pint should be as easy as talking about any other topic and Pads & Pints provides a safe space to do this. Holding the event in the bar makes it relaxed and informal and also provides to opportunity to educate people who did not know the event was on but only came in to use the bar. We screened films and documentaries focused on sexual and reproductive health, gave out the Hey Girls reusable menstrual products and provided materials and instructions for people to make their own reusable pad. This was a highly successful event and got great feedback from attendees, we even gained 4 new committee members from the event!

We continued the 'Get Home Safe' scheme this year which is meant to be a cross-campus campaign but other student bodies have always failed to put the posters up, so we updated the posters to our new QMU branding. Next year it is important to remind cross-campus of this and work together on an updated cross-campus poster, especially in light of events on campus this year. Student safety should be of utmost importance to the university and student bodies so leading up to next Freshers' Week we should push for all student bodies to adopt and advertise a 'Zero Tolerance' policy similar to ours. Projecting this as a strong image during Freshers' Week is an extremely important message and it would be excellent to get the uni on board with this. Zara also tried to implement an 'Ask for Angela' scheme but unfortunately the training was not able to be completed in time for Freshers' Week so I would recommend looking into this again.

BLACK HISTORY MONTH

Poor organisation for Black History Month events was largely my fault as I was focused so much on Freshers' Week that I did not consider the short time we would have afterwards to plan for BHM, especially considering we started the term a week later in September 2019 than usual. We should have begun planning BHM during the summer before Freshers' Week but I did not consider this as Mata always previously organised BHM since it was something she was passionate about and this was the first year she was not here to do it. We still managed to put on a special edition of the Friday Music Quiz featuring music from BAME artists and had a speciality round of the Big Wednesday Night Pub Quiz after which we had a screening of 'BlacKkKlansman' accompanied by food. The student assembly made Spotify playlists of their favourite BAME artists which were collated by Ruaraidh and shared from the QMU Facebook page and we also collaborated with GU Give Blood to create a poster to encourage blood donation from BAME individuals which we still have on display throughout the building. We did not fundraise at either of our BHM events as there was some controversy over the last-minute organisation of events and the BAME society not feeling included, so we focused on awareness and education. Hopefully with the establishment of the new Cultural Diversity sub-committee the planning of BHM in future will be more inclusive and we can also expand our campaigns and events to celebrate other cultures throughout the year.

We did our usual BHM posts from the C&C Facebook about inspirational figures and this year made use of the wall in the foyer, which was exposed after the renovation in summer, to stick the inspirational figure profiles up on the wall. This proved to be very successful and we continued to do this for LGBTQ+ History Month and International Women's Week.

RED RIBBON BALL

We absolutely smashed Red Ribbon Ball, raising the highest total for at least the past 3 years at the event. The 2019 annual Ball raised £1064.82 for Terrence Higgins Trust, beating the totals from the previous 3 years by more than £600. We raised money through ticket sales, a raffle, selling red ribbons, donation buckets, a cake sale, a whisky coin toss and a cupcake auction during the interval.

The theme this year was Alice in Wonderland and the Venue looked stunning. Previous convenors have tried to minimise costs spent on decorations so more money can go to the charity. I went with the opposite approach and spent more money to make more money and it definitely paid off. With a theme as elaborate as Alice in Wonderland it was essential to make the decorations as exciting as possible ensure the theme was carried off well and not underwhelming.

This year I made the decision to scrap members and non-members ticket prices and increased the price to £8 for everyone. This raised a lot of extra money and I believe £8 is extremely reasonable for all the work that goes into the event. On the advice of Jamie, I went with online tickets only and saved money not printing paper tickets. I included a drinks reception from 7.30pm-8pm to get people to the event early as this worked when Emily tried it in 2017 and I would recommend doing it again if a drinks sponsor can be secured. I also made the decision not to have an afterparty as bar sales from previous years showed it was not profitable and many people leave straight after the main event to get home. I believe this was a good decision as it gave me more time and money to focus on the main event. Following the advice of previous convenors, I held RRB in November as December is too late due to exams and October clashes with Halloween.

This year some of our staple acts, such as Markee de Saw, were not able to make it and unfortunately, everyone's favourite, the Great Aziz, had to cancel last minute due to unforeseen circumstances. We also had some trouble finding a compère for the evening but luckily budding comedian, Evan Reid, stepped in last minute and did a great job on the night keeping the crowd entertained. Despite some problems with securing acts, we managed to get some brilliant new acts this year such as contortionist, Minnie Knot, and invite back regulars like GU Pole Soc and Miss Innocence Bliss, which made for a diverse and exciting line-up.

MOVEMBER

Jamie and Sean took charge of this. Along with student assembly members and freshers' helpers, they grew moustaches and posted progress pictures on social media throughout the month. They posted a shave livestream from the gender neutral toilets at the start of the month to show their pure, cherubic, hairless faces at the start of the month and this was a really fun idea. Elephant ran a MENtal health Big Conversation centred around mental health issues affecting men. Next year this may be something to get our social media officer involved in to make sure updates go out regularly from social media as Sean and Jamie had a lot of other work to do so couldn't always keep on top of posting updates.

CHILDREN IN NEED

We had a lot of staff changeover this year but previously the kitchen staff would always fundraise for Children in Need by selling cakes in the Food Factory so Jamie suggested

it would be nice to continue this tradition. I ordered a fundraising pack from the website, bought some Pudsey badges and a toy and made a 'guess the sweets in the jar' and set up a little display with a donation box in the café which the staff kept an eye on. I spoke to Andy and Angela in the kitchen who were keen to get involved again and Angela baked cakes which we sold in reception on Friday 15th November. Elizabeth kept an eye on the stall and Angela and I counted the money with Pauline in the office afterwards. We managed to raise £160.90 which was an increase on last year.

AUSTRALIAN RED CROSS

The committee decided they wanted to do a fundraiser to help fire relief efforts in Australia at the start of the year. We chose the Australian Red Cross as a special Freaking Out The Neighbourhood club night had been organised in aid of the charity so it meant we could send all the money off to the one charity together. C&C volunteers sold glitter and glowsticks on the night and we held a Veganuary bake sale which was very popular.

LGBTQ+ HISTORY MONTH

A working group was set up with GULGBTQ+ and C&C members who planned events throughout the month including a pronoun pledge and coffee evening, 'Pride' screening and discussion panel, bake sale, LGBTQ+ Big Conversation and we tied in Pads & Pints during S.H.A.G Week as well. This year we sold rainbow badges, stickers and mini flags at the bake sale which was really popular so I would recommend getting more of these for next year and selling them at condom booth and events throughout the month. All money raised went to GULGBTQ+ chosen charity, Hidayah. GULGBTQ+ also sat on the condom booth during the first week in February and we used the wall in the foyer to create a an LGBTQ+ history month display as well as posting inspirational figure from the C&C Facebook page, all of which were good for outreach and raising awareness.

INTERNATIONAL WOMEN'S WEEK

We ran our last Pads & Pints of the year during IWW as well as posting inspirational women from the C&C Facebook page and creating a display in the foyer. One of our chosen charities for the year was ActionAid who support women and girls in developing countries, so we made a series of Facebook posts about the important work they do during the week. We had planned a crafting session to tie in with IWW and Mother's Day at the end of March but unfortunately this was cancelled due to COVID-19.

REPRODUCTIVE AND SEXUAL HEALTH

Free Condom Distribution:

- I do not have the figures for how many condoms were distributed this year as the folder is still in the QMU and I did not manage to count all the tallies before the building shut prematurely in March. Robbie reintroduced the condom buckets back into the bathrooms this year as we had some teething problems with this when we first introduced it last year. People seem to have gotten used to having free condoms and menstrual products in the toilets now so are using the system more responsibly.

Having the buckets in the toilets definitely increases the amount of condoms we distribute, although I would recommend removing the buckets from the ground floor bathrooms again during Freshers' Week to prevent people wasting products.

Free Menstrual Products:

- One of my aims this year on my manifesto was to improve the free menstrual product scheme and investigate sustainable alternatives, which I successfully achieved. I launched 'Pads & Pints' in Freshers' Week 2019 and it was highly successful with very positive feedback. The university invested in biodegradable and reusable menstrual products from Hey Girls and we set up a booth to distribute them and educate people on period sustainability. QMU continue to be at the forefront of the free menstrual product scheme on campus and I am extremely proud of how enthusiastic all of the C&C volunteers were to get involved in our period education initiatives this year.

Other Sexual Health:

- I reintroduced Sexual Health Awareness and Guidance (S.H.A.G) Week this year for the first time since 2016. It took place over the 10th-14th February and was a pretty successful campaign overall. The focus of the week was education and events throughout the week included The Big Wednesday Night Sex Quiz, Friday Music Quiz: Sex Edition, Pads & Pints, Condom Training with the NHS, Valentine's Condom Booth and 'Let's Talk About Sexual Violence' Workshop. The weather was against us as storm Ciara and storm Dennis happened during this week so attendance at some events suffered but we ran a successful online campaign with high engagement. The 'S.H.A.G Mag' that we produced was particularly successful also. I would definitely recommend running S.H.A.G. Week again next year with more events and developing it into a cross-campus initiative.

ELEPHANT IN THE ROOM

There have been some issues with Elephant this year, probably partially due to my lack of involvement in the committee. While I obviously believe it is extremely important, mental health campaigning is not my passion, and seeing how successful Priyanka made the committee last year I left to Elephant to run themselves this year assuming it would work out ok but this caused some confusion with Elephant being unsure who to report to and uncertainty over budgets. Elephant still operates as a sub-committee of C&C but I did not attend Elephant every week so wasn't always up to date with their plans. They instated a liaison officer to feedback from Elephant to C&C and the student assembly in board meetings which was a good idea but it might be worthwhile checking at the beginning of the year if the Elephant convenor would like to be on Freshers' Week committee and attend board meetings or if they want to be represented through the C&C convenor. £1,800 of Elephant money that was supposed to have been collected from gigs went missing and we have not yet been able to trace it so there was understandably a lot of frustration over that this year.

Despite these issues, Elephant did a great job this year. They increased their engagement across social media and started their Big Conversations for mental health as well as ran successful creative sessions and increased their committee attendance. Unfortunately, they had to cancel their takeover week and AGM in March due to COVID-19 but I'm sure their new convenor, Monique, and Robbie will work closely together and have another successful year next year.

SUSTAINABILITY

Despite the QMU having been an institution for years, there are very limited digitalised records of anything. Sean attempted to rectify this with the implementation of Trello for staff with the view to extending it to student assembly members to use when planning projects and events in committees. This unfortunately got side-lined due to a number of reasons. I began this year by going back through all the old documents I could find and collating all the previous fundraising totals. I have compiled all this information into documents sent to Robbie but it would be useful in future to have one place or network where everything could be saved so it could be easily accessed by everyone. This would prevent records being lost and make life a lot easier for the next student assembly.

In terms of environmental sustainability, C&C tried to promote sustainability this year through our events and campaigning. We celebrated Environmenstrual week, some of us attended the climate change march in George Square, we sold old books and clothes for charity and we had planned some recycling and awareness events around World Earth Day in April which sadly got cancelled due to COVID-19. Hopefully with the creation of the Climate Change sub-committee we can run more events focused on sustainability next year and become more environmentally friendly in the QMU.

TRAINING

We offered and advertised more training to our committee members this year than previously including, Mental Health First Aid, Sexual Violence Prevention, Mind your Mate Suicide Prevention, NHS condom training, reusable menstrual product training with Hey Girls as well as a host of free workshops run as part of SCVO The Gathering. I also attended the SCVO 'Introduction to Effective Fundraising' course and would recommend the president and senior management look into SCVO's courses next year and make better use of our membership.

SOCIAL MEDIA

This year we introduced the role of Social Media Officer to committee. Hannah did a great job at this, designing all of our Facebook banners and S.H.A.G Week PR very professionally. I would recommend keeping this position in future but possibly defining a clearer job role. I think having set responsibilities for the social media officer, such as creating all Facebook events and posting monthly reminders and updates about the charities we are supporting, would allow the role to be a bit more structured while still remaining flexible.

CULTURAL DIVERSITY AND CLIMATE CHANGE SUB-COMMITTEES

A Cultural Diversity sub-committee, led by Sanskar and Fatima, was set up at the end of this year. The aim of the committee is to increase the diversity of our events in the union to better serve our membership and to generally look at ways of being more inclusive as a union. This was something Sean was keen to work on at the start of the year but due to workload and poor correspondence from societies it unfortunately never came to fruition. Through the creation of this committee it means that we can communicate

more effectively with societies on campus to help them organise events within the union for different cultural festivals and celebrations.

A climate change sub-committee has also been created, led by Miles, to look at ways the QMU can be more sustainable, support sustainability and environmental campaigns and societies on campus and discuss how we can lobby the university to become more sustainable. Climate change is an important issue to students and C&C have done our best to promote sustainability through our events this year, but it will be good to set up a sub-committee of passionate volunteers who can focus on this.

CROSS CAMPUS

The cross-campus welfare committee was more structured this year and had some really good ideas but we failed to develop any meaningful collaboration projects. It acted more as a forum for the student bodies to catch up with each other and share ideas, so there is definitely value in the committee, but next year I would recommend really pushing Zero Tolerance and S.H.A.G Week to work on as cross-campus projects.

For at least the third year in a row the GUU asked us for help setting up a condom and period booth but again this never came to fruition, partly due to lack of time and communication on both sides. I think the GUU have it a bit harder than us as they don't have a charity committee to work specifically on initiatives like these and it is mostly down to passionate PSM's taking a lead. They do have a welfare committee, which I only found out about this year, so it would be good to work with them next year to help them set up a booth, or some other system, to distribute products. GUSA could also have a booth in the foyer of the gym and SRC in the library on different days each week and this would be a good cross-campus project for us to take a lead on going forward.

OUTREACH, CLUBS & SOCIETIES

We further developed our relationship with Terrence Higgins Trust this year and worked with them on their new outreach project which can hopefully continue next year.

We collaborated with more clubs and societies this year than we have previously and it has been mutually beneficial as we can support and PR each other's events as well as getting to know other students involved in charity and campaigning work on campus.

We began a collaboration with The Learning to Understand Needs and Abilities (LUNA) Project to create a video welcoming people to the QMU in British sign language but unfortunately, this was never completed due to the COVID-19 outbreak. We did make a social media post in collaboration with them on Disabled Access Day raising awareness of invisible disabilities which got good engagement. Hopefully C&C can work with them more next year and complete the sign language video.

We also began a collaboration with GU SeaSoc for events around World Earth Day but this was again cancelled due to COVID-19. Hopefully the events can be rescheduled for next year and we can work alongside SeaSoc in the Climate Change sub-committee.

ADVERSE CIRCUMSTANCES

The QMU has had a difficult year this year with a changeover of staff, staff disputes, staff strikes, more financial difficulties, two large storms, the loss of more club nights

and the building closing early due to the COVID-19 pandemic. These circumstances undoubtedly affected attendance at some of our charity events and we lost a regular source of fundraising at Propaganda. However, despite all of this C&C have done exceptionally well this year and have shown that they are capable of creative fundraising and working hard through adverse circumstances.

THANKS

Thank you firstly to all of the staff who have helped me this year and continue to keep the building running. Special thanks to Jamie who helped me so much with planning and organising Red Ribbon Ball and thank you for putting up with me coming into your office constantly asking you to do 101 things for C&C. Thank you for caring so much and introducing and supporting important initiatives like Keychange and MHF Live and for all the work you did behind the scenes to support volunteers and the union. Thank you to Sean for your help with C&C this year, from Black History Month to online PR, for introducing Zero Tolerance and always finding ways for the QMU to improve. Thanks for always being a cheery face around the union and for supporting volunteers wherever possible. Your positivity and passion was a breath of fresh air this year that I think we needed much more than anyone realised, so thank you for all the work you have done in such a short space of time.

Thanks to Angus, Nicole, bar and events staff, tech team, Bill, Paula, Kris and Lauren who helped to organise and facilitate Red Ribbon Ball. Thanks to tech team also for all the other events they have helped us with this year and for making everything run smoothly despite half the equipment in the QMU still being broken.

Thank you to Zara for being a fab leftie, good luck with your placement and I hope to see you back at C&C in a years' time. Thank you to Robbie, you've been an important part of both C&C and Elephant this year and I look forward to seeing what you will achieve as convenor. Thanks to Hannah who took on the role of being our first ever social media officer and doing a great job! Thanks to Grace for running Elephant and Anouska for her leftie antics of spicy minutes and cheeky fingers, good luck with whatever you both go on to do next.

To Emily Rose, thank you for being such a wonderful example, for encouraging me and for being a great friend. Thank you for being there to answer my C&C related questions at random times of the day even although you're far away from the QMU now.

Lastly, but certainly not least, thank you to all the C&C and Elephant volunteers this year who sat on condom booth, helped with events and came up with creative new fundraising ideas! Special thanks to our new and first year members, you are the future of committee and I am so grateful that you decided to become part of C&C. All of you have been wonderful this year and it has been my absolute honour and pleasure to work with you all. It is because of your passion and dedication that the committee will grow and continue to achieve great things. Charity work and campaigning is central to the QMU and I know that it will continue to be one of the greatest and strongest things we do as a union with C&C at the helm. Becoming C&C convenor is truly the best thing I have done at uni and I am incredibly proud to have been part of the amazing things we have achieved at the QMU. Keep up the great work, I can't wait to see what the committee go on to do next year!

CONVENOR OF CURRENT STUDENT REPRESENTATIVES

GABRIEL RUTHERFORD

Hi all,

Well it's been a while since I was actually CCSR - I started over a year ago now - so this is something of a throwback! This will be a very short report due to my short time as CCSR, the fact we only had 3 CSR's, including me, and the fact that I was CCSR in Summer, which tends to be a more relaxed period.

SUMMARY

I was CCSR during a period of 6-7 months where, as a rule, not much tends to happen besides Freshers Week planning. I'm happy with that personal aspect of my time here - FW19 was a great success, despite our one Sam Divine-shaped mistake, and everyone I've heard has said they had a great time. The Union did physically change a lot during this time, with the facelift being a surprise, to be sure, but a welcome one.

There were only 2 CSR's excluding myself - namely the wonderful Zara and Robbie, who have worked tirelessly to improve the building and the QMU in general. Big shoutout to both of them for everything they did in the last year, and congratulations to Robbie for his election as C+C convenor.

EVENTS DURING MY TIME AS CCSR

I did ask the usual questions the CCSR does of the CSR's, and I kept up regular communication with Zara and Robbie as to what they were doing around the building. Due to the fact that everyone was away from Glasgow at some point, what with trips and holidays, there wasn't a colossal amount of progress overall but some really positive things were:

- Zara getting the ball rolling on Ask for Angela being introduced to the Union
- Robbie getting condoms trialled on the ground floor toilets
- Both CSR's working to get more committee PR to increase visibility of our committees and the things they do - especially condom booth.

CONCLUSION

That's pretty much it for my report. Overall, my time as CCSR was a positive, if rather quiet, experience. I'd like to thank everyone who's been involved with QMU over the last year for the immense amount of effort and passion you have put into this place. I'm excited to see how it will change in the coming year.

Cheers,

Gabriel.

CONVENOR OF CURRENT STUDENT REPRESENTATIVES

ROBBIE GREENSHIELDS

INTRODUCTION

Hi, I'm Robbie, and from October 2019 – February 2020 I served as Convenor of Current Student Representatives (CCSR).

My time as CCSR was short, and I think it was overshadowed by a lack of clarity and guidance over what the purpose of the role is. I attempted to take the role of CCSR in a 'welfare' direction, acting as a figure of advice and support for the CSRs, and ensuring that they were comfortable in their positions. However, this interpretation of the role leads to overlap with the role of VP Board of Management, which further clouds the issue of what CCSR is supposed to be. I will elaborate on this in the "Future of CCSR" section below.

CSR'S

After the 2019 October by-elections, there were a total of 8 CSRs including myself, which was much higher than the previous number of CSRs (3). As a result, my main method of communication with the CSRs was a group chat on Facebook messenger, which I think worked better than when there was a lower CSR count. The group chat allowed me to pass on information to all CSRs at once, but it also provided a platform for the CSRs to chat and get to know each other. I would advise future CCSRs to do the same, especially if there is a large number of CSRs. One thing I wish I had done better, however, was policing this group chat to ensure nobody is intimidated from joining in on discussions, and everyone is comfortable with being a part of the group.

Another avenue I took to get CSRs more involved and engaged was to award a monthly "CSR of the Month" certificate at board meetings. (This quickly became "Fast Car of the Month" in reference to the Tracy Chapman song, but that's not important). I think this had positives and negatives – on the one hand, it was nice to reward the efforts of CSRs and have a tangible token of my appreciation for their hard work, and it also did have the desired effect of getting CSRs more involved. On the other hand, I was only able to award four of these awards during my term, which meant not everybody received one. I think it's important to ensure that an idea like that doesn't get perceived as favouritism or excluding people.

Overall, I think my spell as CCSR went well, as it taught me more about the position and what kind of involvement the CSRs want (more on that below). I will admit that I was hampered by personal issues which I struggled with from November to January, which drained a lot of my time and energy. Throughout this, I still made an effort to do my job as CCSR to the best of my ability, but thankfully the CSRs were very understanding of my circumstances and allowed me to take a step back wherever possible. The flexibility of the position was helpful in this instance.

ONE-ON-ONE DISCUSSIONS

I continued the tradition of having one-on-one discussions with all the CSRs. The template used by the previous CCSR, Gabriel, has been lost amongst the building renovations (presumably it was on a computer that has since been thrown out), so I ran my interviews in a less structured manner, just asking a few questions about what each person's goals were, how they planned to achieve them, and if they needed any assistance or signposting. In these interviews, I also made clear that I was available for advice and support about any aspect of the student assembly, and attempted to establish myself as a welfare figure.

In the future, it is up to the next CCSR to decide whether to continue this informal approach to CSR interviews, or make up their own template which can be passed down in the future. I would be happy to assist with this if necessary. I would strongly recommend continuing to have one-on-one discussions in general as it is definitely helpful in clarifying what is expected of the CCSR by the CSRs themselves.

FUTURE OF THE CCSR

The CCSR is, in my opinion, a very confusing and almost controversial role. It floats between the level of convenors and CSRs, it overlaps heavily with other positions, and there is no concrete job description attached to the role. This is detrimental to the union but beyond that, it's detrimental to the CCSR because their term is defined by uncertainty about what is expected of them.

With that in mind, I think the most important thing for the future of the role of CCSR (if, indeed, it continues to be a role), is to meet with the executive as well as with CSRs and establish a clear, defined job description for the CCSR. This is something that I probably should have done, but I'll admit that I was too distracted with other things. Once the role of CCSR is drafted up, it can be shared with CSRs before the internal CCSR election, allowing future CCSRs to understand what is required of them before standing for the position.

In these discussions, it's important to figure out which direction CCSR will take in the long term. It was previously suggested to make the role a sort of "Publicity Convenor", with the CCSR co-ordinating PR shifts among the CSRs. In my time, however, I've attempted to focus on welfare. My main concern with this interpretation is overlap with the VP Board, but of course VP Board might no longer be in a position in the coming years, so perhaps the CCSR will grow into a welfare niche soon enough.

Wherever the position goes, I'm certain that the CCSR can be a worthwhile position, in the right circumstances. It is definitely advantageous for new CSRs to have a designated person to talk to, who has recent experience as a CSR and can empathise with their perspectives.

Good luck to the next CCSR, Sanskar, and I'd also like to thank all the CSRs (Sanskar, Laoise, Zara, Cora, Chase, Lachlan, and Catherine) for being so lovely for the last 6 months – you're all my Fast Cars!

EVENTS CONVENOR

RUARAIDH CAMPBELL

THANK YOU

It feels odd after 2.5 years to be writing my third and final Events Convenor report. I'm delighted that I'm not moving too far (back into my old office in fact) and the Events team has transformed into the student exec with me but I will miss the role and its unique joys and challenges. It's telling that I'm the only Events Convenor in years to want to come back for a second run and this year has had no fewer frustrations and hurdles than previous years but this year was also more rewarding than any before and I am grateful for the amazing folk who helped make it this way. I'd like to start by thanking a few of those people.

I often joked with Lachlan that he was my co-convener but honestly this wasn't far from the truth. This year we worked incredibly closely, we worked through every idea together, stressed through every crisis together, compiled every quiz together and drank through all the Jungfrau together. Lachlan has been an amazing friend, advisor, devil's advocate and a real support all year and has only occasionally annoyed me, it has been my privilege to have such a good co-convenor and I couldn't have achieved anything I have this year without him. Thanks for being a friend and a scholar.

Thanks to my fabulous Events Team, we were small, but we were mighty. Laoise, Alex, Emily, He, Linnea and all our special weekly guests, thanks for your input, help, inspiration and for making me laugh and smile each week. You all deserve a pint for putting up with my terrible patter and the blackout Jazz committee meetings.

The beloved and newly independent Tech Team have been brilliant this year. Now that they get paid, they complain a lot less and some of them are even house trained. It's been really great getting to know you all better this year and become good friends with many of you and it's been your XLR Cables that have been the lifeblood of all our events. Thanks for all your help this year and for sparing me from Tech Training for yet another year! Apologies to Charlie for every time I made folding mic stand or coiling a cable seem like neuroscience.

Josh and the committee, Long Live the Events-Social derby. Friends, colleagues (Romans and Countrymen), it was a real shame that our annual joint Saint Patrick's soiree was cancelled by Covid-19 but I'm sure we'll make up for it next year. It's been a delight as always working with you this year. As always, all the best to the wife and kids.

A huge thankyou to all the staff past and present, particularly my Events friends and colleagues: Angus, Nicole, Stewart, Arion, Niamh, Ruaraidh and the rest of the team. Thanks to Sean for his eternal commitment to everything students at the Union do, he's been such a hero this year. Thanks also to the Senior Management team for their support and help organising and putting on our events throughout the year. Thanks also to the rest of board and Courtney for all the work you've put in this year, we've been a dedicated bunch and achieved a lot, especially given the circumstances.

MANIFESTO

I broadly kept to the promises in my Manifesto and particularly focussed on standing up for students and using my experience to introduce fresh ideas and events. The actual events we ran varied greatly from what I set out in my manifesto for a number of reasons. There have been many changes to adapt to this year and the events we have put on have reflected that. We did deliver a successful Halloween, but our regular events wound up being more Live Music focused than club nights in the end.

COMMITTEE ATTENDANCE

This year was another really poor one for committee attendance. We made a lot of effort to try and increase it at the start of this year but it didn't pick up after Freshers Week as I'd hope. It was nice to see a fresh team involved despite this and their input helped come up with a lot of original ideas. As I've said before, the nature of the committee does make it difficult to get attendance. A lot of the work we do, people can get paid to do even within the Union. It's difficult to ask people to give up their time for events designed to make the Union profit. Additionally, a knowledge of how the Union works and its bureaucracy and finances is required to understand how we work, and this can be daunting for new members and make the committee boring. In hindsight, I would have liked to put more time into working on the committees running and increasing attendance, but it wasn't my main priority this year.

P.R.

The single biggest issue we had was PR. This year, a lot of money was taken out of PR and our events suffered massively as a result. We brought up this issue many times but it was never addressed and often it felt like losing small amounts of money by an event failing was preferable to putting slightly more money into it and taking a risk that would result in success. Our club nights especially fell victim to this which was massively disappointing given the success of their debuts. Without proper P.R support, successful events were allowed to fail. Additionally, there was a real reluctance from the Student Assembly and our committee to promote our events, we regularly asked for support on social media but often Lachlan and I had to take on most of the P.R ourselves. Particularly, with the Friday Music Quiz, we set up our own Instagram and turned round the event from 6 people each week to 25-30. We personally did as much as we could, but two volunteers who aren't allowed to access our social media channels is not enough to PR our events successfully.

Halfway through the year our PR Manager Jamie resigned and we still haven't got a replacement. With Fresher's Week approaching, we need to have this sorted immediately. Quite simply the greatest factor in our events failing this year was a lack of proper investment in PR and support for our PR team. How are we supposed to run successful events if people don't even know they are on? I cannot stress this enough, it is imperative that this Union puts more money into making its student run events (i.e its regular events) visible to audiences, to give them a fighting chance.

COMMUNICATION

Another big issue we faced this year was communication. We had a few events cancelled, or details changed without being informed after having worked hard on them. The communication between the Events Committee, Events Team and Senior Management Team was not good throughout the year and so we had a lot of issues with our events. Communication was definitely poor on all sides and so it's really important that proper channels for communication are set up and training happens so the student assembly know who to contact when they have issues or need support.

CALENDAR EVENTS

Double Denim:

- Our first Double Denim club night was supported by PR from Fresher's Week and so did quite well. It was a popular event and the feedback we got from it was very good. It was a mistake making it irregular, downgrading to Bar and having a break between Freshers Week and this event. The launch in Freshers was very successful and if we'd tried it as a big room event in Venue immediately we might have been able to capitalise on the success of Freshers. Definitely, something worth relaunching this year. As soon as PR support was taking out of this event it flopped and a lot of people said they would have come if they had known it was on.

Freaking Out the Neighbourhood:

- Freaking Out the Neighbourhood fared similarly. Despite breaking for the entire summer, the first FOTN of the year was well attended and popular as it had been previously. Without proper PR support the event stopped working. This was a real shame, having built a successful club night for the QMU for the first time in years to see this brand basically wasted due to the lack of support.

Halloween:

- We had another good Halloween this year. Overall, the event ran a lot more smoothly than in previous years. We got decent numbers in and both upstairs and Venue looked reasonably busy. On the night, there were a few things we hadn't budgeted for arranged which diminished out profits a little. While some of them were well intentioned such as including an ice cream stand to fit the Stranger Things theme (though this made a profit, it added to the night and was a popular talking point), others such as the undecorated Games Bar being open were just unnecessary. The latter was particularly frustrating because we had explicitly stipulated that it should not be open in our budget for the event. It is really annoying when an event is planned to maximise profits for the Union and then it is marred by additional unnecessary costs. While the event was overall a success, this is illustrative of the communication issues I was talking about.

Techno Night:

- Techno Night was a brilliant idea conceived by Josh, with input from Lachlan and I. Several Techno clubs had just closed in town and it seemed like the perfect opportunity to start a new club night at the QMU.A balanced budget was written and Josh had even secured established DJs who were willing to do a try run for free. After facing much reluctance, we eventually persuaded the Events department to support us on it and let us try it out. Unfortunately, it was blown out the water because SMT didn't think it 'attracted the right crowd' despite multiple reassurances that Techno

was a very popular scene in Glasgow Uni. We were not informed of this cancellation. This was a missed opportunity that could have been a massive success for the Union. It is very unfortunate that a student event, designed by students for students was cancelled because of pre-conceptions about sub-cultures and music genres.

Friday Live Music:

- To fill the gap left by Propaganda and to keep our Friday Music Quiz audiences drinking in the bar after the Quiz we introduced live music to our quizzes. This has hugely increased quiz attendance and kept a decent amount of people in the bar to 12/1. We have also brought some of our favourite artists in Glasgow to our Union. Had it not been for Corona Virus and a last minute cancellation we would have met the requirements of Keychange this year. This has been one of my favourite projects to have been part of and I'm so glad to have finally found the formula to make live music work at the Union.

St Patrick's Day:

- Unfortunately, all our hard work for St Patrick's Day was cancelled by a naughty little virus called Covid-19. We had a whole good day of events planned for it and it was very disappointing to have to cancel.

THE FUTURE FOR EVENTS

We currently aren't too sure what the future of Events will look like at the Union. Obviously, no one wanted to take up the mantle of Events Convenor in the election this year so it's unlikely we have a committee. The current consensus is that we should put it under the care of my good friend Josh in Social Committee. As one of the most senior board members, I know it is in safe hands and we will do everything we can to help carry the load. This may work better for the committee in the long run. Social has always been a more popular committee and so our events will benefit from having more people involved in their conception. There has always been a fine line between the two committees anyway. We will see how this temporary measure goes and maybe in the long run Events/Social will be one committee permanently and I can hold the esteemed title of last Events Convenor.

CLOSING REMARKS

This year has been more marked by its frustrations than its successes. A lot of the achievements we have had have been despite rather than because. On a personal level, this has been a much better year on board for me, I've made a lot of good friends over the year and I am proud of the work I have done to advocate for students this year. This was always going to be a year with lots of problems, it's been a very hectic year with a lot of difficult changes and hard transitions. I am pleased to have worked with such a great bunch of people and I am looking forward to next year and the different challenges it brings. I will do all I can in the year to come to make sure that the issues with Communication and P.R are resolved and student events are championed. Thanks again to everyone who has helped out this year, despite bad times, we put on some great ones. Peace Out and keep Corona free.

PUBLICATIONS CONVENOR

ELEANOR FLETCHER

PUBLICATIONS

Freshers' Zine:

- We printed a one off 16-page Freshers' Zine, as we have done for the past two years. We printed 1000 copies at a cost of £299 and we worked with Mail Boxes Etc. to do so. This cost included an advert from the Mail Boxes Etc. which reduced printing costs.
- The zine was gorgeous and the qmunicate freshers' team worked very hard to write and edit it. The zine included articles on tips for saving money, easy recipes, a guide to hidden gems within the West End, and a list of LGBTQ+ places in Glasgow, as well as detailing the union's events occurring during the week. I feel that it gave freshers a great introduction to qmunicate and to university life as a whole, as well as acting as PR for the union's events. The zine was especially important as the handbook, which was not under the remit of the Publications Convenor this year, arrived late than anticipated.

Website:

- We published a total of 20 online articles throughout Freshers' Week this year. These were organised into three categories: informative daily previews, in which we detailed what was to come that day; Keep Fresh articles, a series which began in 2018 and focused on articles about adjusting to university life; other articles, including a preview on events in semester one, a guide to the Freshers' Address, and a guide to keeping house plants at university.

qmunicate Magazine:

- Across the twelve months, we published a total of four qmunicate issues; two of these were online, and two of these were in print. The two digital issues are published on Issuu during the summer and winter holidays when there are fewer students around campus to pick up a physical copy. They are published at no cost. The summer issue acts as a training issue for the team, especially the design editor. The editors are able to experiment with what articles work within an issue, familiarising themselves with the process without the extra pressure of meeting deadlines as these digital issues are more flexible. The Christmas issue traditionally follows the theme of NSFW (Not Safe For Work), and allows the editors and contributors a chance to explore more taboo subjects.
- Our two printed issues, issues 142 and 144, were received well with a lot of positive feedback on content and design. These were printed by ESP Colour, a partner we started working with in 2017/18, at a cost of £525 for 1000 copies of each issue. I believe that this is a good number of copies to print as we are able to distribute across campus and the West End, as well as keeping some for open days and other similar events. Moreover, if we were to lower the number of copies printed, we would not save a substantial amount of money to justify this decision. ESP have been a

great company to work with, and very supportive of the project as a whole, and I would encourage the next team to continue working with them.

ENGAGING THE MEMBERSHIP

Editorial team:

- This year we had a total of 13 editorial positions, and the editors were all students who each managed a section of the magazine (two sections were job shares, with two editors managing the section). This gave these individuals experience in editing, PR, and communications.
- Over the twelve months, three editors had to step down for various personal reasons. I was able reopen applications for these positions and replace them relatively quickly and it was not detrimental to the team.

Changes to the team:

- I introduced a new editorial position – Advertising and Fundraising – whose role is dedicated to reaching out to potential advertisers, securing adverts within the magazine, and organising fundraising activities. This proved to be a very successful and needed role, and I am very glad to have introduced it.
- I also moved the Creative Writing section from under the control of the Design Editor to the Online Editors; I felt that this would allow for it to be promoted better as this was the main issue in the previous year. As a result, it was heavily promoted, and we received many submissions for the anthology which was the published in issue 143.

COMMITTEE MEETINGS

Over the 12 months we had 20 contributors' meetings to compile content for the magazine, 1 workshop, 1 cancelled due to Coronavirus, 2 socials with a third cancelled due to Coronavirus, and 2 launch parties.

COLLABORATION WITH OTHER SOCIETIES

As per my manifesto, we have collaborated with societies to produce content and promote the magazine over the twelve months. These have included a profile on the breast cancer awareness charity CoppaFeel, a review of the Alexandrian Society's Winter Play and an interview with the directors, and publishing summaries of Elephant in the Room's Big Conversations.

LAUNCH PARTIES

This year we had two launch parties to celebrate issues 142 and 144, which were both print issues. This gave the committee experience in organizing events and we hosted three musical acts at each launch party. Both events were wonderful nights and a great way for editors and contributors alike to celebrate all their hard work. It also was an opportunity for us to raise money to help with printing costs, through ticket sales and sales of posters and stickers.

ONLINE PRESENCE

Website:

- Over the past few years, our website has become an important aspect of the magazine, with articles posted almost daily. The articles are then promoted on Twitter and Facebook. In 2019, we posted 249 articles and had 47,000 views, a drop in the previous year.

Social media:

- As of April 2020, qmunicate currently has 1,318 Twitter followers, 1,744 Facebook likes, and 572 Instagram followers. Our Instagram has been the fastest growing account, with an increase of 185 followers over the last 12 months. This is a continuation of the growth seen in 2018/2019, as before this the Instagram was severely underused.

FINANCE

Ingoing:

Bake Sales Revenue	+£208
Launch Parties Revenue	+£395.55
Advertising Revenue	+£750
Paypal Revenue	+£29.14
Clothes Swap/Sale Revenue	+£18
Total Ingoing	**+£1400.69**

Outgoing:

Issue 142	-£525
Issue 144	-£525
Stickers	-£17
Payment to bands (Launch Parties)	-£150
Total Outgoing:	**-£1217**

£1400.69 - £1217 = £183.69 surplus.

The WordPress Business which is usually taken from the Publications budget was this year instead taken from the budget of Jamie Small, the Communications & Marketing Coordinator.

Advertising:

- As mentioned previously, I introduced the new role of an Advertising and Fundraising editor. Over the year, we secured advertisement from local bands and the dating app Bumble. Revenue from these adverts were a large portion of the incoming revenue and I would encourage the next team to expand on this where possible.

Fundraising:

- The committee fundraised £621.55 the year through various methods.

Bake Sales:

- Over the twelve months we held two bake sales outside the QMU, one each semester. We raised £115.32 in the first bake sale, and £89.48 in the second one. The lower revenue of the second bake sale is explained by the unfortunate bad weather that day, which meant there was a lack of footfall outside the QMU and people were less willing to stop and buy food. The bake sales are an easy and popular way to fund raise, and also allowed an opportunity to promote the magazine to those passing.

Launch Parties:

- We hosted two launch parties to celebrate our print issues, and these were held once a semester. These were our most successful fundraising our events, raising £185.55 and £210 respectively. We were able to use Bar at no extra cost and raised money through ticket and poster sales. These posters are left over from two years ago which were printed free of cost, and a proportion of the sale went to the original artists. For the second launch party, we also printed and sold stickers of our NSFW cover, which gave an alternative to the large prints. These were very successful and can continue to be sold next year.
- For the second launch party, we were given £150 from the union with which to pay the three musical acts. I am very pleased that we were able to pay the performers and support student musicians and would encourage the next team to continue this.

PayPal:

- PayPal fundraising was not as successful as anticipated; however, it is a low-effort and free way to fundraise and I would encourage next year's team to continue to utilise it.
- This year we set up 'qmunity' which was aimed at those who were once involved in the committee but no longer lived in the Glasgow area. People donated money to the PayPal and, in return, they were sent the new issue and an added bonus. With issue 142 they were sent the Freshers' Week Zine and with issue 144 they were sent the sticker mentioned above. Not only is this an opportunity to fundraise, but also strengthened the sense of community with previous editors and contributors. It is a relatively low-effort way to raise money and, whilst it was not as successful as anticipated with only two people signing up, it is definitely something which should be continued next year.

Clothes swap:

- The clothes swap/sale was a new event and we were able to raise £18 from it. We used Meeting Room 1 at no cost, and both the editorial team and the Campaigns and Charities Committee donated clothes. It was a good way to promote the magazine, and next year's team should look at repeating it, perhaps even on a larger scale.

ACKNOWLEDGEMENTS

I would like to give a huge thanks to my wonderful committee and all their hard work this year, especially to the editors. They have done a great job and have produced some wonderful content. I would especially like to thank Eren Ince, my deputy editor, who has been invaluable these past two years.

Finally, a huge congratulations to Susanna, the incoming Convenor. I am confident she will do a wonderful job as Editor-in-Chief, and I can't wait to see where she takes the magazine. I'm sure her new team will also be wonderful.

SOCIAL CONVENOR

JOSH HAY

INTRODUCTION

Right so to start this report I have decided to adopt which I call the "Writer overbears reader with too many thank yous" approach so feel free to skip this cutscene if you have no heart (or if you're the type that loves figures and fancy graphs).

And now we begin:

I personally just want to say thank you to each and every person associated with the building. From fresher's helpers, to magazine contributors, to everyone who has attended at least one committee this year regardless if it is Social Committee, and finally the day to day staff whose hard work in this uncertain period has been unending. A special mention to messrs Jamie Small and Sean Paul O'Connor for their help in promoting Social events this year - the latter was a great summer singing from DUSA FC who has settled in to the role perfectly, and while the premier decided to join close rivals SRC UTD in the January transfer window I cannot thank him enough for all he has done since I've known him. To Ruaraidh and Lachlan for their never ending enthusiasm in promoting the Friday Music Quiz, and to Fay for helping them host it. To Laoise for all the sensible ideas she gave to the committee, especially concerning St Patrick's Day which could've ended up planned as a bombscare if not for her. To young Christopher, whose excitement is exactly what we need right now. To the exec, who listened to my endless moaning (even if they couldn't understand me) about things that seemed so trivial. To my good friends (and co-hosts!) Aaron and Mitchell for the good memories this year in presenting the Big Wednesday Night Pub Quiz, thank to you both but we all know who the star of the show was! On that note, best of luck to Mitch whose contract expires at the end of this season, and is leaving us to further his playing career abroad. To my fellow convenors for all we have put up with this year (yes I refer to the bloody office!) and never giving up all through the year. To ma dug who has been endlessly used by the union to promote things, and make certain members cry with happiness. That brings me on to the first lefty I had this year: Robbie, who was excellent at taking the minutes, providing stupendous confectionary and some very good one liners - thank you young man and the best of luck being the new Mr. Charity. Of course you can never fully replace someone, yet that doesn't mean another good player cannot come along so thank you to Chase for providing a different approach to being a lefty for the committee, and also for spending what would be the equivalent of some nations defence budget on snacks!! Finally to Alice, for putting up with ma endless moaning and being a general annoyance whenever I was doing anything union related. Cheers wee man.

Right troops that's the sentiment done with, on we go to next year where I think we will have yet another successful season.

FRESHERS WEEK

In terms of attendance at the events that this committee put on during Freshers' Week, I have figures for the events that I personally organised within the union. One thing that I would very much like to propose is that the exec gets either a group of CSRs or freshers

helpers to conduct a count of all the events ran in the building during Fresher's Week, so we have an accurate count of who attended what. While I understand some people may say that as convenors the job should lie with us to keep a note (and I would say to those people to wise up), it is hard to both simultaneously run an event and count those at it. Very rarely will there be no issues at an event in Fresher's Week, and normally the convenor will deal with them. So if some people could take on this role for the week, it would be greatly appreciated, and I am sure the incoming president would buy you a pint. Wallet out Ruaraidh son.

Event	Number of attendees
Big Wednesday Night Pub Quiz	291
Friday Music Quiz	90
Language Cafes (2 editions)	53 & 84
Speed Mating Events (3 editions)	28, 39, 54
Pool Tournament (3 rounds)	89 (who all took part in at least one match)
Really Useful Quiz	165
Get To Know Glasgow Quiz	121
Film Screening: Trainspotting	30
TV Screening: Blackadder	28
TV Screening: Still Game	35
Karaoke (ran every second night)	Overall average for the week was 87 in ~~Jims~~ Bar

Again like last year the quizzes have proven to be the highest attended events, and the most popular among students. Furthermore the resurgence of a successful quiz on Friday has kept the numbers high through the entire week, when the trend would normally be a dip towards the conclusion of the week. I again would like to reaffirm my desire to have the quizzes sponsored by external companies that we are partnered with. I would hope that the new drinks partnership with WKD will provide more themed prizes for the quizzes, as well as obtaining some music sponsorship for the FMQ.

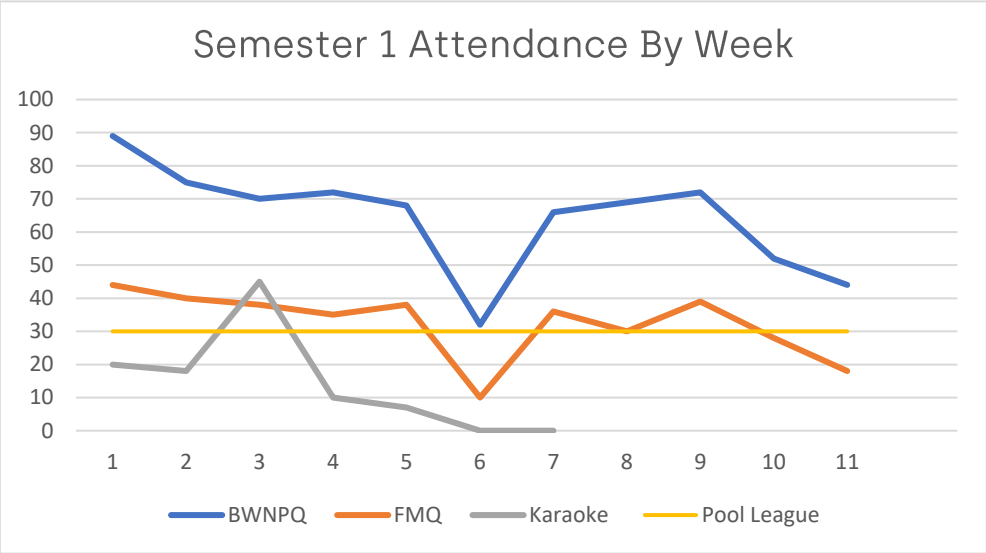
The Language Café events were well received and most who went had a positive experience. In addition to this, the engagement of many multilingual helpers in the discussions with students really helped to relax the atmosphere, and in certain cases provide an icebreaker for some conversations. Also, the fact that the Language Café got a write up in The Guardian (the grown up one), shows to me that it is a popular and successful event that we should continue running.

Speed mating was popular, however both a lack of resources and then the accidental binning of these resources led to a rather on the spot organisation of these events. However I must say that myself and Mr. Campbell Esq. managed to pull off some level of improvisation on the spot. I highly doubt that any other student union has managed to keep 50 Freshers in a room for 2 hours playing competitive head down thumbs up[1].

[1] I shit you not this very much happened. And people eat it right up. Do with this information what you may.

ATTENDANCE OF WEEKLY EVENTS AT QMU

Semester One



All three of what was planned to be the regular events put on by this committee did start out well. As the season progressed however karaoke pulled its hamstring; an attendance hamstring. We tried to run karaoke on Wednesdays after the quiz, and it initially looked like a master stroke, however numbers soon fell and playing off the quiz clearly didn't work. I put the lack of numbers down to what I have always perceived to be karaoke's biggest drawbacks: running it on a regular basis, as shown by the fact that when we had the Shrek society in every now and then for Shrek Karaoke (never thought I'd type that in a report) it worked so much better.

The Big Wednesday Nigh Pub Quiz (BWNPQ) performed well on a regular basis and had the highest crowds in for an event in the union organised by the Social Committee. As I stated in my report last year, a more frequent usage of themed quizzes draws higher crowds in on a more consistent basis. A lot of work has been put in by the Committee the past 24 months in getting the BWNPQ back to the level it should be at, and I am very happy to say that Semester One was more at the level we expect from the quiz[2].

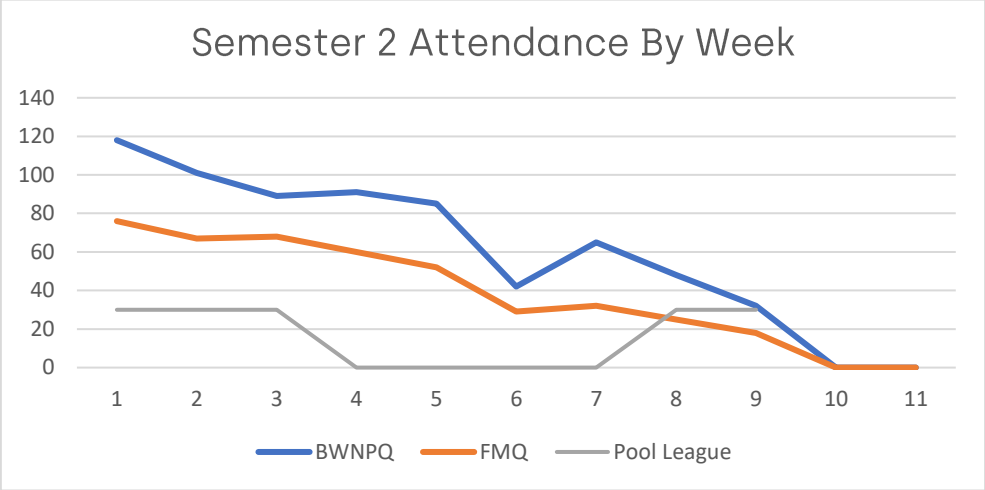
The successful start to life in Fresher's Week for the Friday Music Quiz (FMQ) translated into even more success for the duration of semester one. I'm very happy to say that it quickly found its own identity as a quiz in terms of rounds and layout, and the hosts themselves have become a solid part of the quiz's image[3].

For Pool League I have taken the average number of those attending as the semester's total. I would like to say that relations with the league are better than what they were in previous years, as in my opinion the league were largely ignored by previous committees. I also hear that the socials are worthwhile attending, so I for one will be tagging along on the next one.

[2] If the numbers are compared to last year, this is what you love to see.

[3] See Lachlan's many draft Instagram posts.

Semester Two



Going into the second semester the committee adopted a fresh outlook with regards to the quizzes and how they should be run. We opted for a more interactive experience between the hosts and the audience, attempting to make them somewhat part of the event. While I was obviously not trying to pimp out the hosts to the wider campus, the concept that they were part of the quiz in my opinion kept the attendance at the highest level.

To start with BWNPQ we learned that by actively getting the audience to guess what movie/event/location the hosts were in an image lead to more people coming on a repetitive basis solely to see Mitchell photoshopped into the Bonfires of the Vanities[4]. This for us kept a lot of people from week one coming back and establishing a strong cohort of regulars. I think the Committee has done very well in retaining the natural spike in attendance after Christmas, through their hard work and planning.

The FMQ followed a similar path in its retention of regulars following the week one spike, by doing things such as drawing an album from memory. The hosts themselves undertook a strong social media campaign to keep their image fresh in the mind of regulars. While more an Events idea, the implementation of live music on Fridays for me really did well as not only did it attract people to the building, it kept people in the building following the conclusion of FMQ. All in all a good breakout season for the new player, I expect that they will achieve more success this year and continue to be a staple of the starting XI.

The Pool League started well as expected, and carried on with the momentum gained from Semester One. However the sudden removal of the tables from Games shortly in to the academic year evidently meant that the league ground to a halt. I am very disappointed in both the lack of communication, and seeming lack of care given to this situation by the management. While I understand that we are a business, we are a Student's Union and for me we failed students when we decided to put profit over a regular event in our union. Not only that, but we forced the League members to pay out their own pockets for alternate space that was both expensive and a good bit out the way of the campus. I can only apologise as Convenor for what happened, however in future I strongly ask that any decision that will affect the events of any member of board be communicated to them well in advance. This is to allow for alternate plans to be

[4] You wanna see Mitch and Gru doing stuff hmu.

drawn up, and to avoid the embarrassment of finding your event isn't on when you turn up to it. Aside from that, I would like to congratulate all members of the QMU Pool League that took part in the National competition as part of the Glasgow University team.

One thing I will address for the record is the drop of attendance towards the latter half of Semester Two in all events. This is due to both the industrial action that took place meaning less students were coming to campus for classes, and the sudden outbreak of COVID-19. Both of these factors were outwith our control, yet despite this both events managed to attract steady numbers. The no attendance of either events in the last two weeks was due to the union shutting firstly at 4pm, and then closing completely. So kinda obvious why we couldn't run what we wanted to.

DIGEST OF SOCIAL EVENTS

Big Wednesday Night Pub Quiz (BWNPQ):

- Without a doubt this event has again been the most reliable and profitable one to run in the QMU this academic year. The danger last year was to get complacent with the quiz and adopt an attitude that it would naturally attract people, however the committee worked tirelessly in maintaining the standards we have set for ourselves. I fully expect the committee to do the same next year and take the quiz to an even higher height. I owe Aaron and Mitchell a lot for all they have done as hosts this year, and the committee for excellent rounds each week!

Friday Music Quiz:

- The Friday Music quiz has truly burst on to the scene and established itself as one of the staples of the Social line up in the union. Again I thank the committee for their skill in producing great rounds for the quiz that were always well received. The hosts again deserve a mention for their hard work and tenacity for all they have given to the quiz. I, for one, am excited for what next year will bring for them.

Karaoke:

- Karaoke did perform well when it was run and this does please me, however it is only regrettable that the night chosen for Karaoke (Friday nights) were consistently used by external gigs. To try and resolve this the committee are looking at a number of options, such as moving days for karaoke, to try and eliminate the pressure gigs put on karaoke.

Pool League:

- My aim last year was to have a member of the Pool League at Committee meetings as regularly as I could. I am very happy to say we have attained this on a near weekly basis, and we have been in regular contact with the organisers of the League consistently. I will again state that I am hugely disappointed in the decision which effectively derailed the running of the league for the majority of the semester. I hope that in future this is not the norm, as the students should not suffer to allow some company to have training days.

Aloud:

- Aloud has ran this year with a continuous group of regulars and have put on many varied events that have been well received by the clientele. The communication with Aloud has now been undertaken by the Events staff due to the restructure.

SANDY

Sandy has been probably the best success we have had on an interactive basis. The initial attention and fame he gained during Fresher's Week received a large social media following. His visits to events round the building then gained more traction and followers. His role as guest host at the quiz really did work well, and he himself is keen to continue his involvement. I would definitely say then that Sandy should be offered a residency at the union to regularly engage with the students.

THANK YOU

Again I just wanted to extend my thanks to everyone who has attended Social Committee over the past year, even if you have only been one time. This year has had its own unique challenges like the strikes, disputes and the obvious pandemic we are in right now. Through all of this though the committee has never wavered once, and continued to support the union through helping to plan events. I am so proud of each and every one of you for all you have given to the 'Quiz Committee' this year, and really do look forward to what next year has in store for us.

Yer aw belters n really deserve the best honestly.

Please stay safe and I'll see you all very very soon, as will the dug.

You'll Never Take the Social Committee,

Take it easy!

J

TECH CONVENOR

CHARLIE CUMMING

INTRODUCTION & OVERVIEW

It's been an eventful year, hasn't it. Starting the year as a fledgling committee and ending it as a paid tech team. This is the second year that the leader of tech team has been a position on the BOM, and I don't think I could have accomplished nearly as much as did this year if this wasn't the case.

In my manifesto, I focussed on continuing to improve the quality of the great amateur live music scene that the union had developed, with the QMULive brand, as well as encouraging external training. Furthermore, I wanted to look at the state of Jim's Bar, improving the general ease of use of the tech in that venue, as well as encourage the fixing of our current equipment.

I'd like to say that I achieved a good amount of what I set out to do as Tech Convenor, however, I spent a lot of the year focussed on the financial status of the tech team, which I will address later in the report.

FRESHERS' WEEK

From a technical standpoint, Freshers week went very well. Every night was carried out to an exemplary standard, and I'm sure all freshers (and freshers' helpers!) that attended had a great time, ONLY because of the amazing lighting, nothing else. I'd love to work with the same team again!

I based my rotas off the work of Molly Campbell, our previous tech convenor. This meant that each night there were at least two members of senior tech in the building, as well as making sure everyone had enough nights off and mornings in. From this, I adapted this work by creating blank rota blocks, and asking the team to add themselves into the shifts that they wanted to do on a first come first serve basis. This was to encourage the members of freshers' tech to see it as a more flexible team, allowing them to be normal freshers helpers on nights that suited them and help the tech team on others. I hope that this contributed to the experience for our tech team freshers' helpers.

Unlike the previous year, I was slightly short on people who applied to freshers' tech. As well as this due to a family emergency I was unable to make many of the interviews to chat to people who had applied to do freshers' tech. In the end we had 10 people, 5 senior tech, 3 tech team members and 2 new people. I'm glad to say we've had both new members stay part of tech team, one of which is now senior tech.

Freshers' tech training went well, allowing ladder time for ladder training too. Unfortunately, not all the team made it, however I endeavoured to get these people up to speed throughout the week.

In the running of FW, the usual issues cropped up:

- Not enough radios to give to both members of senior tech in the building on one night. This made communication difficult. I'd strongly suggest hiring in more radios next year.

- Shadow shifts were the least popular. – Some of the big name acts are teched by externals. This means that the tech team act as venue techs and basically watch and learn. I didn't have the details for when these nights would be when making the rotas, but in hindsight I should have revised these rotas after I got the information to reduce numbers in on those nights.
- Broken equipment and lack of communication – see section 4

It is of my opinion that the previous tech convenor should assist in the planning of the next freshers week from a technical standpoint, as they will have first-hand experience to pass on. I am planning on assisting Alex as much as he needs me to.

TRAINING

Running internal training is something I have not been able to do throughout the year. Whether it was board tech training or further internal tech team training, there was always issues preventing it from happening. This was a big oversight, as recently it has come to my attention that some members of tech team and events staff were not trained to the standard that I had thought they were. I have implemented signs by equipment showing the safe operation, and I had hoped to run both events staff training and further tech team training, however my friend COVID-19 put a stop to that.

I have, however been successful in reaching out to external training centres. 2 tech team members attended Chamsys training provided by Adlib, with plans to expand this into using the QMU rooms and resources to further train more tech team members as well as members of events staff. I have also been in contact with Avolites, who offer professional certificates.

In future, I'd like to advise Alex (our new and improved tech convenor) to continue down the path of getting external training in to the building, as it improves the CVs of the tech team members, and allows them to network with other professional technicians throughout Glasgow and the UK. I'd also like to recommend that he adapts and implements Molly's targeted training, as this means that tech team members that have attended professional training sessions can pass their skills on.

EQUIPMENT

TL:DR – We fixed some things, others broke. The FIX-LIST is approx. the same length (but of significantly lower value!)

Now in longer terms.

Desks:

- A&H Z14 – Over the course of the year this little desk has given its all and lost a lot in the process. It's down to 3 mono and 2 stereo channels. It's not long for this world.
- A&H Z14FX – This desk was broken at the start of the year, however it was fixed by a tech team member. It is now fully functional.
- A&H Qu24 – Starting to show its age but still fully functional. Got dowsed in beer in FW but has made a full recovery.
- Soundcraft Folio – Power supply connector becoming loose, which outputs loud bangs whenever moved. Still works when accompanied by a side of electrical tape.

Amps:

- Smaller set of stage amps now fully working. This repair saved us over £1500 for a new amp.
- Bass guitar amp died and was repaired.

Stage Monitors:

- One of the Yammaha stage monitors died. May it rest in peace. (need to get professionally repaired).

Lights:

- Intimidator 250LEDs – At least 2 dead. These need to be repaired (professionally would be nice) before we run a serious club night.
- MAC 250 WASH – Continue to be grumpy old gits. Nothing ever changes with them.
- MAC ATOMIC STROBE – Often misfires – haven't had time to investigate this.

PA:

- RHS C4 stack got damp due to a leak in the roof. A couple days to dry out and some TLC by Alan they were much better.

Qudos:

- Roof still leaks in LHS weird little window thing above the stage (could be the source of the ATOMIC issue).
- House lights are still half dead.

Jim's:

- PA still sounds terrible, perhaps we need to take a look at using some of the old Jims PA to eliminate dead spots ect.
- Azure lighting desk re-programmed so more effects are useful.
- U in QMU sign still dead, but we have the parts to fix it.
- PARs still not (were they ever) bright enough to get a nice effect on the stage.

Projectors and Screens:

- Projectors moved around as a new projector was found behind the washing machines in laundry room (no, I couldn't believe it either)
- Jims main projector -> qudos (got a quote for the HDMI run over fibre).
- Spare jims projector -> celing mounted in Jims (awaiting HDMI run to network cupboard).
- Qudos main projector -> 2nd spare projector.
- Pull down screen mounts attached in Jim's and Champs
- New portable screen purchased.

Now I've probably forgotten some stuff, but that's the main gist of it.

EVENTS

This year has been fairly event heavy. We've had a good crowd coming every Friday night to FMQ, where tech team members have really got involved in the running of the quiz as well as trying to improve mixing the live music at the end of each night. By doing FMQ, we have experimented with multi-track recording live sets, a service that sets us apart

from other small music venues in the city. At least one of the artists recorded has gone on to master their recordings and have released as a live album.

As well as this there have been the usual plethora of other weird and wacky one-off events, ranging from the Chinese student showcase, to the QMUnicate launch party. Overall, I feel that the team has handled these well, learning from each event and using their experiences to improve the next one.

Throughout the year I have noticed a significant drop in the notice given to us about upcoming events. First it was removing the google calendar so we no longer had access to see what events had been planned. We were not informed about the move, and it significantly impacted the workflow of the team. This has still not been resolved, as not even the tech.con account can access this calendar. Then after Angus left, we stopped getting regular updates as to shift details. This was ironed out though after a very helpful conversation with Kris.

In future details of all events needing technical support should be emailed to the qmutech gmail AT LEAST a week before the event so we can contact and properly plan the technical side of the event. (except events booked that week, which should be emailed across ASAP).

One difficulty I can see in the coming year is the frequency of all day shifts, such as STAG rehearsal and Pole technical rehearsals. These shifts are usually during university hours. Thankfully this year we have had members with few university requirements, however this might not be the case moving into next year, when they are in their 3rd year of uni. Maybe reach out and contact some other full-time technicians that could cover on these shifts if needs be.

RUNNING THE TEAM

I took a far more relaxed leadership style this year which I greatly enjoyed; however I think that running meetings in the bar may have been a touch too far. Perhaps use the empty board room slot this coming year that events is not occupying. Tech team this year has still been small with an average attendance of 7, however we have had a few new members who have stuck with us throughout the year.

Senior tech has also gained two new members, Tom and Miles. Both are great assets to the team!

I have loved working with the team this year and hope that they stay on next year and continue to do great things within (and outside) the QMU.

At a recent meeting, Ashleigh Reece was deemed elected tech leftie. I'm sure she'll do great in her role.

FINANCIAL CHANGES

This is the big one. This year senior tech members have transitioned from volunteers, rewarded with food vouchers to paid technicians. This came about through quite a long-winded process, and with many different trials of different payment types, however after great deliberation with exec, management and financial staff we have come to the following process:

Senior tech who are not members of the BOM are paid on a weekly contracted basis at a rate of £7.70ph. This is done based on the sign in sheet.

Senior tech who are members of the BOM submit invoices to the finance office, checked against time sheets and approved by a member of management or events management.

Junior tech get food vouchers as a token of thanks, with the aim of streamlining them to senior level.

A huge thanks to Kris, Margret, Tina, Lesley, Courtney, Juliet and Angus for their help throughout this process.

With regards to freshers week, this year it was a bit chaotic, as the tech team were given little to no information about the status of their pay (initially food vouchers, then a part of a shared pot of money). This took almost 6 months. With careful planning, this time could be greatly reduced and in my opinion regular wages paid with the correct allocation of shifts.

RECOMMENDATIONS FOR NEXT YEAR

I have the upmost confidence that Alex will do a superb job as tech convenor, taking what I have done and building on it, creating a fun and efficient tech team for the future. Here are some recommendations for next year.

Create and document a system for tech spec submission and assigning rotas. This should be accessible by management (use outlook?), so they have the peace of mind technical staff have been assigned to events. It should have outlined deadlines of when tech specs need to sent over.

Work with the incoming events management team to put together an updated technical specification of the building.

Carry out additional health and safety training (working at heights etc) as well as keep working on getting external industry training.

Do what I failed to do and get board tech trained.

Continue to look for new ways the tech team can add value to the building. There has already been great work done on the multitrack recording as well as livestream fronts.

In general, the board has been great this year. All events (with a couple exceptions) planned by board members and committees have been professional with great specs, communication and handed in at least a week before. This seems to be a great improvement from previous years – lets keep it up!

GENERAL THANKS

First of all, a massive thank you to my lefties throughout the year, Ree and Alex. You were both great and kept me sane(ish).

Courtney, Juliet, Mitchell (RIP) and whoever's knocking about the exec office. Thank you for putting up with my consistent problems, and solving most of them!

Angus, Nicole, Jamie. It was a great year working with you all, and the QMU won't be the same without your smiling faces or good craic. I wish you guys luck wherever you end up.

The Tech Team. As said before I couldn't ask for a better team this year. You've all been kind, supportive and patient. I hope you've all learnt a lot and will come back next year – or as Freshers tech *. I'm sure I'll be back (although no-one voted for me to be leftie :.( )

All the staff, especially Paula, Acki and Nicky on the bar. You guys have been amazing, always there for support during an event, and always knowing what to do when everything is going wrong (like qudos deciding to dampen the very expensive PA...)

Finally, thank you for making it to the end of my very rambley, poorly written and edited AGM report. Have a gold star!

~Charlie xx

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