



QIP Implementation Summary Report

Unit: Student Life

Head of Unit: Martin Ryan

(responsible for QIP implementation)

1. Date on which QIP received from QSU: **13 Dec 2018**
2. Date on which unit met to discuss and ratify the QIP: **14 June 2019**
3. Date on which interim self-assessment of progress on level 1 recommendations (sections 5 and 6 in table) was returned to QSU: **20 June 2019**
4. Date on which QIP progress was presented to VPAASE: **13 Nov 2019**
5. Date on which implementation review meeting was held: **24th November 2021**
6. Final summary report presented to Quality Committee: **9 March 2022**

Summary status of recommendation implementation:

Rec no. (level)	Recommendation		Closed	Open	Commentary
1 (1)	Reinstate the Board of Trustees, led by the UL Student Life President alongside elected student officers and key members of staff and Student Council.		√		
2 (1)	Rewrite the Student Life vision statement and add organisational values.		√		
3 (1)	Make provision for two additional elected officers, specifically a Communities Officer and a Clubs & Societies Officer.		√		A decision on a 5 th Officer will be taken towards the end of the strategic plan when a plan for 2024-2028 is developed.
4 (1)	Develop a Student Life Advisory Board, structured to ensure that students comprise at least fifty percent of the group and that student advocacy and representation are not lost.		Rejected		Justification: Current working groups are populated by a mix of internals, external, university and student life staff and students. Student listening and student surveys will provide ongoing input and feedback. New governance model will

					also meet this need for preserving advocacy and representation.
5 (1)	Exercise caution against changing the legal status of Student Life to a company limited by guarantee.		✓		
6 (1)	When developing the new constitution, ensure that officers and staff are working together to improve governance and enhance democratic structures, and balance the functions and decision-making powers of committees to ensure that the delegated authority to manage operational functions sits with the General Manager.		✓		
7 (1)	Review the staff structure, especially in relation to supporting the sabbatical officers, to create a membership/democratic services function.		✓		
8 (1)	Develop a partnership agreement between UL Student Life and the University of Limerick.		✓		It has been agreed that there should be regular ongoing open channels of communication between AVP Student Engagement and ULSL Management, building relationships, discussing issues on a monthly basis, these meetings are now in place and scheduled.
9 (1)	Develop and deliver a communications strategy using the Marketing & Communications function as an enabler to support all areas within the union. <ul style="list-style-type: none"> • Develop an annual communications plan/calendar, building in capacity for reactive messages/campaigns. • Support student officers with expertise from the Marketing & Communications function to enhance their democratic roles. • Evaluate communications and report back to Student Council on the effectiveness of all communications. 		✓		
10 (1)	Conduct a communications audit and, based upon the outcomes, develop a communications charter in order to		Rejected		Justification: Reject this recommendation as on review we now feel this

	institute transparent and effective communication processes internally (between staff and sabbatical officers), externally (between UL Student Life and the PSU) and between UL Student Life and the broader UL community outside of the senior executive.				can be included as part of the work in recommendations 8 and 9 covering a partnership agreement and an annual communications plan and also would involve work done in Rec 24, our new working relationship with PSU.
11 (1)	Plan for timely, tailored sabbatical officer training and induction to be delivered in a sustained and evidence-based manner.		✓		
12 (1)	Develop a plan to integrate Equality, Diversity and Inclusion into the Student Life framework.		✓		There are a number of specific actions in the strategic plan 2021-2024 to implement.
13 (1)	When developing the new strategic plan, ensure that this is developed within a values framework with values identified by all stakeholders through surveys, focus groups and any other relevant means.		Rejected		Reject this recommendation as we feel it is covered in recommendation 2 rewriting the Student Life vision and organisational values which will be part of the new strategic planning process.
14 (1)	Develop or procure a digital database for advocacy/casework.		✓		In Autumn 2021 UL SL signed the data sharing agreement with UL DPO, during the course of early 2022 the agreement will be revisited and enhanced to allow UL SL to pursue the implementation of the new MSL engagement portal.
15 (1)	Consider employing another advocacy caseworker and expanding both caseworkers' remit to support students through academic appeals/complaints/discipline casework while working closely with the Welfare and Academic officers.		✓		
16 (1)	Work with the university to ensure that academic representation cases cannot be ignored and agree a framework to ensure that cases are concluded appropriately.		✓		.

17 (1)	In the light of GDPR, as a matter of urgency, seek a data-sharing agreement with the university to ensure that UL Student Life can represent students effectively.		v		
18 (1)	Establish clear attendance expectations for internal, formal and informal meetings, and in the case of formal meetings when there is a clear reason for holding these, ensure that agendas are issued in advance and that minutes/action points are distributed.		Rejected		Justification: These already exist, this meeting protocol is already being followed, an analysis of demands on officer time is ongoing
19 (1)	Develop procedures to increase transparency and accountability at Student Council.		Rejected		Justification: these procedures are already in place. Under our current democratic structure, all current student council members are emailed an agenda and meeting minutes, student executive reports, 4 days prior to meetings. Each week all meeting paper work is shared on the UL Student Life website for all students to see.
20 (1)	Develop clearer descriptions of the respective roles of full-time and elected officers to facilitate effective team working.		v		
21 (1)	Ensure that the UL Student Life President is invited to all senior team meetings and is included in all decision making in UL Student Life.		Rejected		Justification: This is happening and has always been the case since the establishment of the Senior Team, the Student President is an equal member of the Senior Team
22 (1)	Engage an external facilitator to engage with UL Student Life to do a needs audit regarding Dignity and Respect in the Workplace and institute a Dignity and Respect policy in UL Student Life.		v		
23 (1)	Provide independent professional coaching for sabbatical officers.		Rejected		Justification: UL Student Life already engage external coaches for the Student Officers and the

					Student Executive team. This was piloted in 2017/2018 and introduced fully in 2018/2019. As part of our student leadership programme all student executive officers are provided with coaching in a private, confidential and safe forum.
24 (1)	Engage an external facilitator to work with UL Student Life and the PSU to develop a new model of working (facilitated by a restorative ethos) that is empowering and fair to both, the outcome of which is protected by an MoU that addresses services duplication and financial fairness.		✓		An MOU will be signed in early 2022 between PSU and ULSL relating only to C&S funding, confirming a revised capitation split for set period to be reviewed
25 (2)	Make the rebranding of ULSU to Student Life a communications focus.		✓		
26 (2)	Strategically prioritise university committee involvement of elected officers by identifying meetings that bring the greatest benefit to Student Life.		✓		ULSL is in agreement that representation on the nominated UL committees is vitally important for preserving the student voice. The introduction of the 4 th officer role, Communities Officer will help ease the representation workload that these committees can bring to the organisation and also ULSL will look towards permanent staff members also sharing some of those committee representation requirements going forward where appropriate.
27 (2)	Identify opportunities and develop a plan with key university partners to support students beyond the first year experience.	✓			Objectives to be monitored through strategic plan 2021-24.
28 (2)	Use targeted marketing for the sub-brands of UL Student Life, student engagement and the four Student Life areas:	✓			The introduction of MSL, the student union engagement platform, will allow for this

	1. Student Representation 2. Clubs & Societies 3. Events & Engagement 4. Student Centre.				function from semester 2 2021/2022.
29 (2)	Develop a plan to incorporate the Student Life mission, vision and values into the visual experience of the new student centre.			✓	Plan in place. Awaiting opening of new Student Centre.

Justin Balle

Director of Quality

Date: 1st March 2022